

Ref: VTR354

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W [www.childmaintenance.org](http://www.childmaintenance.org)

Date: 16 June 2009

Stuart Maskery [request-8440-0746058c@whatdotheyknow.com]

Dear Mr Maskery,

**Re: Internal Review**

Thank you for your e-mail dated 28 March 2009. Your request is being considered under the terms of the Freedom of Information Act 2000. In your e-mail you asked for a review of your original request for information dated 25 February and our response to you dated 25 March 09.

Firstly, I would like to sincerely apologise for the delay in responding to your request for information and an internal review. We are currently addressing the difficulties that led to this problem.

I have completed an internal review and I am in a position to inform you of the outcome. I can confirm that I was not connected with the consideration of your original request.

Having reviewed the response we provided for you, dated 25 March 2009, I have decided to uphold the Agency's original decision. I would however like to clarify with you that there is no main switchboard number for Durham House. As explained in our letter to you, the Child Support Agency can be contacted on the national helpline on 0845 7133133 from 8am to 8pm Monday to Friday and from 9am to 5pm on Saturdays. The national helpline then route calls through to the specific areas within the business. Our policies support the smooth running of the business, avoiding any unnecessary disruption.

Additionally, if you wish to make a complaint, you may find the leaflet 'How do I complain about the service I get from the Child Support Agency' helpful. This leaflet is available:

- By phone on the national helpline number
- By textphone on 0845 7138924
- From the CSA's website at [www.csa.gov.uk](http://www.csa.gov.uk).

I am sorry on this occasion I have been unable to provide you with the full information you requested.

If you are still not satisfied, having received the results of my review you can ask the Information Commissioner to look into the way your request has been handled. The Commissioner is an independent officer who is appointed by Her Majesty the Queen and reports directly to Parliament. The Commissioner can see all the papers about your request and decide whether my decision is fair and meets the requirements of the Freedom of Information Act.

The Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House, Water Lane  
Wilmslow, Cheshire  
SK9 5AF

Telephone: 01625 545 745

Fax: 01625 545 510

email: [xxxx@xxx.xxx.xxx.xx](mailto:xxxx@xxx.xxx.xxx.xx)

website [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Yours sincerely,

**Duncan Gilchrist**  
**Head of Policy**  
**Child Maintenance & Enforcement Commission**