

You can contact me on: 0300 061 4076
complaintsaboutphso@ombudsman.org.uk

Our reference: FDC-56977/0028

In Confidence
Mr Stuart Hardwicke Carruthers
7 Station Road
Beccles
Suffolk
NR34 9QH



17 June 2009

Dear Mr Hardwicke Carruthers

I write with reference to your email of 12 June 2009. I am sorry that you are dissatisfied with the decision not to release information to you.

Under our internal complaints procedure, your request for information has been passed to the Deputy Chief Executive, Bill Richardson. Mr Richardson will consider carefully the issues you have raised in your email of 12 June 2009 and will send you a full reply once his review is complete. This review of your complaint is the only review that we will undertake.

We aim to reply to such complaints within 16 weeks, but we will provide you with regular updates.

If you have any queries, please contact the Review Team on 0300 061 4076.

Yours sincerely

A handwritten signature in black ink, appearing to read "Claire Helm". The signature is fluid and cursive, written over a light blue horizontal line.

Claire Helm
Business Support Officer to the Review Team



Millbank Tower
Millbank
London SW1P 4QP

Enquiries: 0345 015 4033
Fax: 0300 061 4000

Email: phso.enquiries@ombudsman.org.uk

www.ombudsman.org.uk