

e-mail: [freedom-of-information-xxxxxxx@xxx.xxx.xxx.xx](mailto:freedom-of-information-xxxxxxx@xxx.xxx.xxx.xx)

19 November 2012

Dear Mr Slater,

Thank you for your email dated 21 October 2012 requesting a review of the Department for Work and Pensions (DWP) handling of Fol enquiry 3886-3684

*I am writing to request an internal review of Department for Work and Pensions's handling of my FOI request 'Fibromyalgia - Guidelines for the Disability Analyst'.*

*Yet another FOIA request that hasn't been answered within the 20 day seadline. Please provide the data requested along with an explanation as to why the deadline was missed.*

Please be assured that your request has been given our full consideration and that all aspects of your review were taken fully into account.

The review was conducted by an independent official of the Department, of the relevant grade and authority to carry out such requests. The case has been examined afresh, and guidance has been sought from domain experts to ensure all factors were taken fully into account.

Your request 'Correspondence with Atos' (FOI 3886-3684) was received by the Department on 24 September

The Freedom of Information (Fol) Act allows 20 working days from date of receipt of the request in which to respond. BMT endeavour to answer promptly and no later than the 20 day deadline, unless the deadline is extended to consider if an exemption applies.

The 20 working day deadline for the request was 22 October and it is noted that the response was issued to you via the What Do They Know website on 31 October. In this instance, the Department failed to respond within the 20 working days and BMT apologise for the delay, which was caused as amendments were required by the senior manager to the original letter drafted.

In reviewing your request the FOI Internal Reviewing Officer upholds your complaint as the Department failed to respond to your request within 20 days.

If you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely,

DWP Business Management Team  
Health & Disability Assessments (Operations)

e-mail: [freedom-of-information-xxxxxxx@xxx.xxx.xxx.xx](mailto:freedom-of-information-xxxxxxx@xxx.xxx.xxx.xx)

## Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing [xx@xxx.xxx.gov.uk](mailto:xx@xxx.xxx.gov.uk) or by writing to DWP, Central FoI Team, Caxton House, Tothill Street, London SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF [www.ico.gov.uk](http://www.ico.gov.uk)