

DWP Central Freedom of Information Team

e-mail: freedom-of-information-rexxxxx@xxx.xxx.xxx.xx

Our Ref: Review IR 87 & IR 192 (FOI 5132)

1st March 2013

Dear Mr Batchelor,

You requested an internal review of the DWP's handling of your FoI request relating to the storing of information and use of cookies on Universal Jobmatch, due to delayed response.

The review was conducted by an independent official of the Department, of the relevant grade and authority to carry out such requests.

In this instance, the Department failed to respond within 20 working days and the DWP apologise for the delay. This is due to a number of factors including the unexpected level of correspondence received by the team. FOI requests are often complex or require input from a number of different areas e.g. policy, commercial, design teams who need to be consulted to ensure that all FOI requests are fully considered before being responded to. All FOI requests are dealt with by individuals in addition to their day to day workloads and in some cases this will lead to delays. Accordingly we hope to issue a response by 20th March.

If you have any queries about this letter please contact the DWP Central FoI Team quoting the reference number above.

Yours sincerely,

DWP Central FoI Team

Your right to complain under the Freedom of Information Act

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