Dear Mr Mason

Thank you for your Freedom of Information request dated 30 May 2012 that was received by the Department for Work and Pensions (DWP) Adelphi and forwarded for response by DWP Medical Services Contracts Correspondence Team (MSCCT) Freedom of Information (FoI) Internal Reviewing Officer (IRO).

The MSCCT IRO has read your letter and accepted this as a request for an Internal Review in order to check that the handling of your request was dealt with appropriately.

The Freedom of Information (FoI) Act allows 20 working days from date of receipt of the request in which to respond. MSCCT 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 29 May 2012 and it is noted that the response was issued to you via the What Do They Know website on 31 July 2012. In this instance, the Department failed to respond within the 20 working days and MSCCT apologise for the delay.

The delay was due to a necessity of the FOI Officer to request specialist advice from other areas of the Department in order to ensure the information supplied was accurate and provided a full response to your FOI request.

In reviewing your request the MSCCT FOI IRO upholds your complaint as the Department failed to respond to your request within 20 days, and apologises for the delay in providing this response.

If you have any queries about this letter please contact me 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 happy with this response you may request an internal review by e-mailing xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx@xxx.xxx.gov.uk or by writing to DWP, Central FoI Team, Caxton House, Tothill Street, 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