

Mr Mike Post
request-86596-eddff547@whatdotheyknow.com

4 February 2013

Our Reference: FOI 001278

Dear Mr Post,

Internal review of decision regarding FOI request 1278

I am writing to you in response to your request for an internal review of the handling of this FOI request.

Background

You asked the Office for National Statistics (ONS) to supply all internal and external correspondence and emails between the UK Statistics Authority, the ONS and the National Association of Pension Funds and Towers Watson on the topic of the use of the Retail Price Index and the Consumer Price Index for pension increases.

You state that ONS has breached its legal obligations as we failed to provide an FOI response to your request.

The Freedom of Information of request was made on the 19 September 2011 and ONS responded 13 December 2011.

On the 15 October 2012 you asked ONS to respond to your request as you had not seen a response from ONS to your original. The FOI team responded on the 18 October 2012 providing a copy of the original email which was sent to you on 13 December 2011. On the 19 October 2012 you asked for an internal review explaining why this information was not received by you ten months ago.

My findings

I have reviewed this case and the relevant entries from our database. I have looked at the email that was sent from the FOI team. An email response to you is logged on the FOI system. Furthermore, the email address we used matches the email provided in your original correspondence.

I do not know why this email did not appear on the 'WhatDoTheyKnow' website, but I can assure you an email was sent on the 13 December 2011. As you will appreciate ONS have no control over this external website and have no responsibility for confirming receipt of emails. ONS only became aware of this problem when you informed us ten months later. In response the FOI team resent this information within 3

working days. May I suggest you contact the 'whatdotheyknow' website should you wish to investigate further.

I have noted that the original response was one month late. For this I apologise and can confirm I have brought this to the attention of the relevant Divisional Director.

If you remain dissatisfied with the outcome of your complaint:

If you are not satisfied with the outcome of your complaint, you may exercise your right to appeal to the Information Commissioners office.

Complaints should be made in writing to the Information Commissioner whose address is:

The Information Commissioner
Wycliffe House
Wilmslow
Cheshire
SK9 5AF

Yours Sincerely



Colin Shaw