

Department for Work and Pensions (DWP)
Central Freedom of Information Team

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX@xxx.xxx.gov.uk

Our reference: VTR 3468

Date: 20 August 2014

Dear Mr Rymer,

Thank you for your Freedom of Information (Fol) request received on 3 August 2014. You asked:

this is a recording of john Kennedy a a4e adviser at southport a4e office and me Robert Rymer. <http://youtu.be/bYuUqsySIIE> could you please provide me with the following information

1. what Data Protection laws/rules/ data protection principles has john Kennedy broke by what he says in this recording
2. what dwp rules/guidelines has john kennedy broke by what he says in this recording

The Freedom of Information (FoI) Act gives any person legal right of access to any recorded information which is held by a public authority. You should note that the Freedom of Information act only applies to information held by the Department on the date of the request; it does not require us to create information.

As your request does not ask for any recorded information, but instead asks us to create new information, we are unable to comply with your request.

Also the FoI Act is not a complaints mechanism and does not require us to undertake new work to deal with a complaint or investigate allegations against a provider that is all normal business dealt with under the appropriate channels.

It may be helpful if I explain that if an individual is dissatisfied with their provider, they should first raise their complaint directly with the provider through their formal complaints process. If an individual has exhausted the provider's complaint process and are still unhappy they can escalate the issue to the Independent Case Examiner (ICE). Further information can be found at www.ind-case-exam.org.uk

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

Yours sincerely,

DWP Central Fol 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 freedom-of-information-request@dwpgsi.gov.uk or by writing to: DWP, Central Fol 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.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745