

DWP Business Management Team
Health & Disability Assessments (Operations)

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

Our Ref:VTR 755

10 December 2012

Dear Miss Take

Thank you for your Freedom of Information request dated 12 November 2012, in your email you requested an internal review of Departments handling of your previous FOI request 4085.

Your review has been conducted by an independent official of the Department, of the relevant grade and authority to carry out such requests, consideration has been given to whether the handling of your request was dealt with appropriately and that all aspects of the time compliance of the request were taken fully into account.

I note that a reply to your original request has not yet been issued, but I can confirm that the reply will be issued shortly. I acknowledge that in this instance, the Department failed to respond within 20 working days and we apologise for the delay. Furthermore, we apologise for not keeping you updated of the progress of your request.

DWP is working to avoid any such delays occurring in the future and will endeavour to answer queries within the specified time limits.

In reviewing your request the 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)

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 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