



Home Office

**Information Access Team
Shared Services Directorate**

2 Marsham Street, London SW1P 4DF
Switchboard 020 7035 4848

E-mail: Info.Access@homeoffice.gsi.gov.uk Website: www.homeoffice.gov.uk

Mr Burgess
(by email)

Our Ref: 15968

9 December 2010

Dear Mr Burgess,

Thank you for your email of 3 December 2010 regarding your internal review response of Fol 15968. This has been referred to me as Internal Review Manager.

I have passed your new request for the average salary and average allowance for those with a job title of 'ANALYST PROGRAMMER' or 'Analyst programmer', to the UK Border Agency Fol Team. Although they will now be responsible for processing your Fol request, I will liaise with them to ensure that your request is answered within deadline.

I would like to take this opportunity to apologise on behalf of the Department for the length of time it took to complete your internal review. We accept that to take over two months to respond to an internal review is poor service and falls short of the standards by which the Department sets itself. I also apologise for the fact that you were not provided with regular updates regarding the progress of your review or an indication as to when you might expect to receive a substantive response. Given the lack of information, you had to enquire about the status of your request yourself on several occasions, to which you did not always receive a reply. Again, this was unacceptable.

While you were awaiting your response I note that you submitted a Freedom of Information request about the internal review process itself. I would be grateful if you could please confirm whether you still wish to take forward this request, given that you have now received a substantive response.

I look forward to hearing from you shortly and apologise again for the handling of your request.

Yours sincerely,

Sarah Goddard
Information Access Consultant (Internal Reviews)
Information Access Team