



Department
for Work &
Pensions

DWP Central Freedom of
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[DWP Website](https://www.dwp.gov.uk)

Our Ref: IR2020/62882

7 December 2020

Dear Francis Cassidy,

Thank you for your Freedom of Information (Fol) request received on 20th October. You wrote:

"I am writing to request an internal review of Department for Work and Pensions's handling of my FOI request 'Become a Work Coach. Situational Judgement Test and Pre-Recorded interview'.

Nothing sent to me or heard why."

DWP Response

In response to your internal review request, we can confirm that the handling of your original request and response has now been appropriately reviewed by someone unconnected with the handling of your original request.

Due to the current situation with COVID-19 we have been unable to guarantee a response within the statutory timescale.

We are making every effort to respond to FOIs as we would usually but the current situation means that available Departmental resources were and continue to be needed on other high priority areas.

I'm sorry that we did not keep you updated on progress during the time that we were processing your request.

I find that the original handling of your request was not correct and as such your request for review is upheld because we didn't meet our statutory duty as per s10 (1) and s17 of the Act.

Please accept our apologies for missing the deadline and we have now issued a response to your request.

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

Yours sincerely,

Your right to complain under the Freedom of Information Act

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.

Web: [ICO Contact Information](#) or telephone 0303 123 1113 or 01625 545745