

You can contact me on: 0300 061 4076
complaintsaboutphso@ombudsman.org.uk

Our reference: FDN-102982/0032

In Confidence
Mr Paul Swain



21 March 2011

Dear Mr Swain

I write with reference to your email of 20 March 2011. I am sorry that you are dissatisfied with our handling of your information request.

Under our internal complaints procedure, your request for information has been passed to the Deputy Chief Executive's Office for review.

The Deputy Chief Executive, Bill Richardson, or the Head of the Deputy Chief Executive's Office and Governance, Steve Brown, will consider carefully the issues you have raised in your letter and will send you a full reply once their review is complete. This review of your complaint is the only review that we will undertake.

We aim to reply to such complaints within 8 weeks, but we will provide you with regular updates. If you have any queries, please contact the Deputy Chief Executive's Office on 0300 061 4137.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Laura".

Laura Graham-Dean
Business Support Officer to the Review Team



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