



Department
for Work &
Pensions

Department for Work and Pensions -
Child Maintenance
Freedom of Information Act Focal Point
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Our Ref: IR138

Date: 5 March 2013

Wayne Pearsall
<request-147741-a6cce0ed@whatdotheyknow.com>

Dear Mr Pearsall

Re: Internal Review of VTR 540

Thank you for your e-mail of 6 February 2013, requesting a review of our Freedom of Information (FOI) response issued to you on 6 February 2013.

I have completed an internal review and I am in a position to inform you of the outcome. I can confirm that I was not connected with the consideration of your original request.

I uphold the response issued to you on 6 February 2013.

The CSA online procedures outline the guidance which a caseworker uses to administer a case. The links within the procedures relate to Child Support Legislation. I refer you to our freedom of information internal review letter (IR118) issued to you dated 27 February 2013, which outlines the main primary legislation. This covers the overarching framework of child support legislation.

However, I acknowledge that the procedures are very long and may contain some pages or references that are obsolete and awaiting updating. If you believe you have found a link that is broken or relates to a document that is unavailable, if you can give us a specific reference we will consider the matter further.

I hope you find this further information helpful.

Yours sincerely

Duncan Gilchrist
Head of Policy
Department for Work and Pensions – Child Maintenance

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 to the Information Commissioner's Office for a decision. Generally, the Commissioner prefers you to try and resolve your complaint with the Department using our own complaints procedures before referring the matter to his office. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.gov.uk.