



By email only
Ms Janet Treharne Oakley

11 June 2014

Dear Ms Treharne Oakley

I am writing in response to your email dated 11 April 2014 in which you requested a review of our handling of the above-mentioned information request.

Background: your original request

In your original request you sought the following information:

‘... will Dame Julie Mellor be upping [the PHSO] profile by making more public appearances of the kind that she suggested during her interview for the post of Ombudsman?’

Background: our original response

In our response dated 11 April 2014 we explained that:

‘Dame Julie Mellor and the office of the Parliamentary and Health Service Ombudsman remains committed to helping more people by raising awareness of our services and will be using a range of communication channels to do this, including media interviews, speeches and working with campaign groups and charities.’

To assist you further, as part of our original response, we also provided you with a schedule of previous appointments from Dame Julie’s diary.

Your request for a review:

On 11 April you requested we review the handling of your request for information. In seeking a review you explained that your request related to future appointments.



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My review:

Having reviewed this matter I am satisfied that we have supplied you with all the information we hold that falls within the scope of your request. For the purposes of clarification it may be helpful if I confirm that we held no further information in relation to your information request. I am therefore satisfied that we have fully met our obligations to you under information access legislation.

I appreciate you were not seeking details of previous appointments Dame Julie's schedule but I consider that the Data Protection/Freedom of Information team was seeking to assist you to the fullest extent possible by releasing that schedule to you.

That concludes my review. If you consider that I have not dealt with your information request properly you can raise the matter with the Information Commissioner. He can be contacted at:

**The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5A**

Yours sincerely



Steve Brown

Head of Risk and Assurance