



Information Governance Team
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18 January 2011

Dear Mr Cain

Freedom of Information Act Complaint – [Ref. 2235]

Further to your email dated 4 January 2011 in which you requested an internal review into the Council's handling of your Freedom of Information request.

1. Your request for information

On 29 November 2011 you made a Freedom of Information request, which the council responded to on the 13 January 2012. The original questions from your request and the associated response are attached as Appendix A.

2. Your complaint

On 4 January 2012 you complained that you had not received a response to your request for information, a copy of your original complaint is attached as Appendix B.

3. History

Process issues

The council processed the response to your information request in 28 working days, outside the standard compliance period. The request was formally acknowledged and given a reference number. The council accepts that they did not carry out an effective and compliant process in responding to your request.

4. Review of your complaint

On receipt of your complaint I contacted the relevant department to query why you had not received a response to your request for information. They explained that the officers that had the information had been out of the office and therefore unable to provide a response in time. Please accept the council's apologies that you were not advised that your response was going to be delayed. I have spoken to the department and reminded them of the importance of keeping requesters updated with regards to their requests for information and our statutory duty to provide this information within 20 working days.

Islington Council places great importance on compliance when dealing with Freedom of Information requests and on this occasion we were not compliant.

5. Conclusion

I understand that you have now received your response and once again would like to apologise for the delay in sending you this information.

If you have a complaint regarding this response to the complaint you raised you are entitled to complain to the Information Commissioner's Office, at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 01625 545 700. Web: www.ico.gov.uk

Yours sincerely,

Leila Ridley
Information Compliance Manager

If you would like this document in large print or Braille, audiotape or in another language, please telephone 020 7527 2000.

Appendix A: Original response to the Freedom of Information request

Dear Mr Cain

FREEDOM OF INFORMATION ACT 2000: REQUEST 373800

Thank you for your information request received on 29th November 2011. I apologise for the delay in responding.

You requested the following information:

"Please can you provide FULL copies of ALL correspondence between LBI / HFI and Drivers Jonas?"

Islington Council and Homes for Islington have completed a search and are able to provide a number of emails in response. The first of these are attached to this email. In order to try and prevent problems being caused to the email system, I will send the rest of the documents in further emails.

If you have a complaint about the handling of this information request, please contact: Information Complaints, Corporate Resources, Room G17, Town Hall, Upper Street, London N1 2UD. Email: infocomplaixxx@xxxxxxxxxx.xxx.uk
<<mailto:%20infocomplaints@islington.gov.uk>>

Further information is also available from the Information Commissioner's Office, at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 01625 545 700. Web: www.ico.gov.uk <<http://www.ico.gov.uk/>>

Yours sincerely

Ross Treseder
Service Development Officer

Appendix B: Complaint relating to the Freedom of Information request

Dear Islington Borough Council,

Please pass this on to the person who conducts Freedom of Information reviews.

I am writing to request an internal review of Islington Borough Council's handling of my FOI request 'Drivers Jonas Communication /Correspondence'.

Please provide .. Is now VERY late .. Thanks ..

A full history of my FOI request and all correspondence is available on the Internet at this address: http://www.whatdotheyknow.com/request/drivers_jonas_communication_corr

Yours faithfully,

Peter CAIN