



Home Office

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C Garcia  
request-152603-  
c0eb01e3@whatdotheyknow.com

29 May 2013

Dear C Garcia

**Freedom of Information request (our reference: 27419): Time complaint internal review**

I am writing in response to your e-mail of 12 March 2013, in which you asked for an internal review of the time taken to respond to your Freedom of Information (FOI) request of 9 March 2013.

I regret to inform you that I can find no evidence that the department received your request. I accept this is unusual considering the automated responses 'acknowledging' receipt of your request; however I cannot find any trace of this case on our tracking database.

Your original request was sent to two departmental email addresses. The first was the "Freedom of Information Team (IND)" mailbox. This mailbox is the correct address for FOI requests for (former) UK Border Agency requests. You received an automated electronic reply indicating it had been received. However upon investigation, I could trace no evidence of it being received as a visible entry in the mailbox. This appears to be a result of a 'glitch' rather than any other oversight and has not, to our knowledge, occurred before.

The second email address your request was sent to is the "IND Public enquiries" mailbox. This mailbox is no longer in use and has not been in use for some time. Any emails sent to this mailbox are not received or processed and the automated electronic reply provides full explanation of that. This automated reply included a variety of information such as links to the (former) UK Border Agency website and contact details for Immigration related enquiries but this was not, and could never, be the actual response to an individual FOI request.

From your internal review request you appear to have taken this automated reply as the department's response to your request and have requested an internal review be

undertaken on this basis. As I can find no trace your request was officially received and no specific departmental response was issued, no review can be carried out.

I apologise on behalf of the Department for not having a record of your request and for the length of time which it has taken to provide you with this response.

As a result of our findings, we have taken your original question direct from the [whatdotheyknow.com](http://whatdotheyknow.com) website and registered it under reference number **27615**. We are handling the request as a matter of urgency and aim to issue a response no later than 14 June 2013. Please accept our sincere apologies for the difficulties you have experienced.

This completes the time complaint internal review process by the Home Office. If you remain dissatisfied with the response to your Fol request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF.

Yours sincerely

M Riddle  
Information Access Team

Switchboard 020 7035 4848

E-mail [info.access@homeoffice.gsi.gov.uk](mailto:info.access@homeoffice.gsi.gov.uk)