

**Department for Work and Pensions (DWP)  
Central Freedom of Information Team**

freedom-of-information-request@dwp.gsi.gov.uk

**Our reference:** IR64

**Date:** 17 March 2016

Dear Mr Dutton,

Thank you for your Freedom of Information internal review request received on 22 February 2016.

*You asked “I have still received no reply to this request. I wish to enter a formal complaint that my query has not been addressed, to seek full reasons for the delay and to request a response. I wish an internal review to take place, and I would like to be advised of its progress. If I do not hear, I shall complain direct to the Information Commissioner”.*

We acknowledge that in this instance, the Department failed to respond within the 20 working days and apologise for the delay. DWP is working to avoid this occurring in the future.

In reviewing your request the reviewing officer upholds your complaint as the Department did not meet its obligations within the timescales outlined in Section 10(1) of the Freedom of Information Act 2000.

The response to your original request has now been issued – on 26 February 2016 – reference Fol 5274.

If you have any queries about this letter please contact us quoting the reference number above.

Yours sincerely,

DWP Central Fol Team

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**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 directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF

[www.ico.org.uk/Global/contact\\_us](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745