



Our ref: MFOI004922

Internal Review

Date: 22 August 2018

Mr B Richards

via email

request-491722-
e13fb870@whatdotheyknow.com

**Medway Council and
Gravesham Borough Council
Shared Information Governance Team**

Medway Council
Gun Wharf, Dock Road, Chatham
Kent ME4 4TR
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Email: freedom@medway.gov.uk

Dear Mr Richards

Request for Internal Review: MFOI004922

Thank you for your request for an Internal Review following Medway Council's failure to respond to your Freedom of Information request within the Freedom of Information Act 2000 guidelines, of 20 working days.

Please accept the Council's sincere apologies for the delay in issuing the response to you.

I can confirm that following my investigation, my decision is that the Council is at fault.

The Service area that was asked to respond to your request, did issue a response to the Information Governance team, within the prescribed timeline, however they did not send a copy to you, the Information Governance team thought that the correct process had been followed and failed to check that the response had actually been sent to you, for this error we apologise.

To ensure this does not happen again an additional element has been added to the Freedom of Information handling process.

Please find attached the information that the Council holds.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Lynne Bush', with a stylized, cursive script.

Lynne Bush
Information Governance Officer