

Daniel Morris

Email us at: foi@dvla.gov.uk
Website: www.gov.uk/browse/driving

Your Ref:
Our Ref: FOIR7949 – IR
Date: 27 January 2020

Dear Mr Morris

**Freedom of Information – Internal Review
(KADOE suspension of service guidance)**

I am writing further to your request of 23 October for a review of the response you received dated 21 October (Ref: FOIR7949).

I am pleased to learn that the information already disclosed is of use to you, however I must apologise for not being able to provide an earlier response.

Your request of 26 September 2019 asked for information relating to guidance that may have been issued in accordance with clause J3.2 of the “Keeper At Date Of Event” (KADOE) contract. The response you received advised that we do not hold information in scope of your request because no such guidance has been issued specifically under that clause.

Your comments within your request are noted but having reviewed our original reply, it remains the case that no guidance has been issued specifically under the clause you specified.

In your request for a review, you say that you were surprised to receive information regarding guidance about debt assignment. You may be aware that a public authority is under a duty to advise and assist requestors (section 16 of the FOI Act). While it was not guidance issued under clause J3.2, it was guidance issued by the DVLA to the private parking sector (‘pan-industry’) and as such is information that fell in scope of Q2 of your request. It was therefore provided to you under our duty to advise and assist. On reviewing our previous response, I accept that we could have explained more clearly why you were being provided with that information.

If you remain unhappy about the outcome of the Internal Review that has been carried out, you have the right to complain to the Information Commissioner’s Office (ICO). A reminder of the ICO’s contact details can be found below.

Yours sincerely

A handwritten signature in purple ink, appearing to be 'R. Toft', written over a faint rectangular box.

Robert Toft
Head of Data Protection Policy & Freedom of Information Team

Your right to complain to the Information Commissioner

If you disagree with the outcome of the Internal Review, you have the right to complain to the Information Commissioner's Office. Further information can be found via: <https://ico.org.uk/make-a-complaint/official-information-concerns-report/official-information-concern/>

Alternatively you may wish to write to: Customer Contact, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5AF.