

# Cyngor Sir CEREDIGION County Council

Alun Williams

Pennaeth Cefnogi Polisi /

Head of Policy Support

Neuadd Cyngor Ceredigion, Penmorfa, Aberaeron, SA46 0PA

[www.ceredigion.gov.uk](http://www.ceredigion.gov.uk)



Mr Wayne Doherty  
Via e-mail: [request-370466-f7b72f4f@whatdotheyknow.com](mailto:request-370466-f7b72f4f@whatdotheyknow.com)

Dyddiad  
Date

9<sup>th</sup> January 2017

Gofynnwch am  
Please ask for

Marie-Neige Hadfield  
Corporate Complaints

Llinell uniongyrchol  
Direct line

01545 574151

Fy nghyf  
My ref

AW/M-NH/

Eich cyf  
Your ref

Ebost  
Email

[Alun.Williams2@ceredigion.gov.uk](mailto:Alun.Williams2@ceredigion.gov.uk)

Dear Mr Doherty,

## Re: Freedom of Information Request – Internal Review

I write in response to your request dated 12<sup>th</sup> December 2016 for an internal review of the handling of your request made under the Freedom of Information Act 2000 (FOIA) on account that the Authority has failed to respond. I sincerely regret to hear of the delays you have experienced in receiving the Authority's reply to your request and I am advised that this has now been sent to you.

Having investigated the delays in processing your request I can confirm that there had been staffing issues within the Service dealing with the request, and it is regrettable that this has had an impact on the ability to respond to requests in accordance with statutory requirements, as set out under FOIA.

That said, I also wish to reassure you that the FOI service, as with complaints, has undergone restructuring which will improve the efficiency of the overall service and ensure that such delays are not repeated in the future.

Please accept my unreserved apologies, on behalf of the Council, for the time taken to process your request.

I can advise that you are able to refer the matter to the Information Commissioner's Office if you feel that my response is unsatisfactory. Their details are as follows:

Information Commissioner's Office – Wales  
2nd Floor, Churchill House  
Churchill Way  
Cardiff  
CF10 2HH

Rydym yn croesawu gohebiaeth yn Gymraeg a Saesneg. Cewch ateb Cymraeg i bob gohebiaeth Gymraeg ac ateb Saesneg i bob gohebiaeth Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

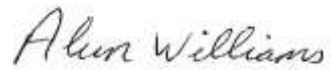
We welcome correspondence in Welsh and English. Correspondence received in Welsh will be answered in Welsh and correspondence in English will be answered in English. Corresponding in Welsh will not involve any delay.

Prif Weithredwr / Chief Executive :  
Dirprwy Brif Weithredwr / Deputy Chief Executive :  
Cyfarwyddwyr Strategol / Strategic Directors :

Bronwen Morgan  
Eifion Evans  
Huw Morgan Cymunedau Cynaliadwy / Sustainable Communities  
Barry Rees Dysgu a Phartneriaethau / Learning and Partnerships  
Sue Darnbrook Gofal, Amddiffyn a Ffordd o Fyw / Care, Protection and Lifestyle

Kind regards.

Yours sincerely

A handwritten signature in cursive script that reads "Alun Williams".

Alun Williams  
**Pennaeth Cefnogi Polisi**  
**Head of Policy Support**