

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

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

Our reference: Fol 3736

Date: 4 October 2017

Dear Mr Cotton,

Thank you for your Freedom of Information request received on 8 September 2017. You asked for the following information:-

I request to see all communications internal and external, DWP and Letchworth Job Centre relating to my letters of complaint handed to Letchworth Job Centre on the 19th and 20th June, and what action has been taken because of my complaints.

DWP Response:

Personal information about you is treated as exempt information under section 40(1) of the Freedom of Information Act 2000 (FOIA). This is because you are normally entitled to a copy of the personal information that the Department holds about you under the Data Protection Act 1998 instead. By handling your request under the provisions of the Data Protection Act 1998, DWP are protecting your rights over your own personal information.

Requests for personal information are dealt with by Data Protection Officers within DWP. I have therefore passed your request to the appropriate Data Protection Officer. They will contact you shortly to acknowledge your request and may need further information from you. The timescale for handling requests under the Data Protection Act is 40 calendar days from receipt, although we do aim to respond as soon as possible.

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

Yours sincerely,

DWP Central Fol Team

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwpgsi.gov.uk or by writing to: DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

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 or telephone 0303 123 1113 or 01625 545745