

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

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

Our reference: FOI IR 633

Date: 29th December 2017

Dear Mr Cotton,

Thank you for your Freedom of Information review request received on 7th December 2017.

I am of a senior grade to the person who dealt with your request. I was not involved previously, and can confirm that I have carried out an internal review. I am now in a position to respond to you.

You asked us to review our response to you in relation to your request for the following information. You asked:

I am writing to request an internal review of Department for Work and Pensions handling of my FOI request 'Letters of Complaints handed at Letchworth Jobcentre 19th and 20th June 2017'.

DWP Response:

Your comments have been noted and we stand by our original replies of 4th October 2017 and review responses of the 20th November 2017.

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@dwp.gsi.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