



HERTSMERE BOROUGH COUNCIL

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Borehamwood
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Information Services

Mr Trevor Nunn

Email: request-5758-be4ef758@whatdotheyknow.com

Your ref:
Our ref: FOI/000518
Direct line: 020 8207 7823
Email: foi@hertsmere.gov.uk
Fax: 020 8207 7585
Date: 12 January 2009

Dear Mr Nunn

Re: Freedom of Information Act – Information request
Our ref: FOI000518

I am writing to acknowledge your request for information, which we received on 12 January 2009, requesting information regarding the investigation of complaint's by the Local Government Ombudsman.

Your request is being considered under the terms of the Freedom of Information Act. You will receive the information requested within the statutory timescale of 20 working days (excluding Bank Holidays) as defined by the Freedom of Information Act 2000. This will be subject to the information not being exempt or containing reference to a third party. The deadline for a response to be provided to this request for information is 09 February 2009.

If appropriate, the information may be provided in paper copy, normal font size. If you require an alternative format (audio, Braille, large print) or another language, please contact me with your requirements.

The Act defines a number of exemptions, which may prevent release of the information you have requested. There will be an assessment of your request and if any of the exemption categories apply then the information will not be released. You will be informed if this is the case, including your rights of appeal.

If the information you request contains reference to a third party then they may be consulted prior to a decision being taken on whether or not to release the information to you. You will be informed if this is the case.

There may be a fee payable for this information. This will be considered and you will be informed if any fees are payable. In this event, the fee must be paid before the information is processed and released. The 20 working day time limit for the response is suspended until receipt of payment.

If you have any queries about the processing of your request then please do not hesitate to contact me.

Further information explaining the Council's process for responding to information requests is available in our reception or via our website at:

<http://www.hertsmere.gov.uk/councildemocracy/dataprotectionfreedomofinformation>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

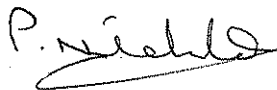
Telephone: 01625 545700

Website: www.informationcommissioner.gov.uk

It is important that you include the above FOI reference number on all correspondence related to this request.

Thank you for your request.

Yours sincerely

A handwritten signature in black ink, appearing to read 'P. Nicholas', with a stylized flourish at the end.

Peter Nicholas
Information Officer
Hertsmere Borough Council