

To: Clive Arnold  
[request-438625-3b99bdf5@whatdotheyknow.com](mailto:request-438625-3b99bdf5@whatdotheyknow.com)

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk)

Our Ref: IR 635

11 January 2018

Dear Mr Arnold

Thank you for your email requesting a review of the Department for Work and Pensions (DWP) handling of your internal review request dated 21 November 2017, reference IR 595.

In your email you asked:

*'the reply is well overdue I am requesting an internal review as to why it is taking so long to reply'*

In response, I can confirm that the handling of your request has now been appropriately reviewed.

Your request for an internal review of FOI 4414 was received by the Department on 21 November 2017.

The 20th working day following receipt of your request for a review was 19 December and I note that the response was issued to you via the What Do They Know website on 19 December 2017.

Unlike Freedom of Information requests, there is no statutory time frame for carrying out internal reviews, but we aim to provide a full response within 20 working days.

In reviewing your request I do not uphold your complaint as the DWP responded within 20 working days.

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.

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

Yours sincerely,

DWP Central Fol Team

---

## **Your right to complain under the Freedom of Information Act**

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](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745