

DWP Central Freedom of Information Team

e-mail: freedom-of-information-rexxxxx@xxx.xxx.xxx.xx

Our Ref: IR 375

5 July 2012

Dear Mr Tyes,

Thank you for your Freedom of Information (FOI) review request, which we received on 8 June 2012.

I am of a senior grade to the person who dealt with your request previously, and can confirm that I have carried out an internal review. I am now in a position to respond to you.

You have asked us:

As you are now late in responding to my FOI, I am requesting an internal review.

Your original Fol request was:

Your various departments have 0345, 0845 or equivalent contact numbers, which are not normally included in callers' 'free-minutes' packages and can be expensive to call (up to 40p/minute). Plus it is normal to have a long (chargeable) wait on hold before speaking to someone. On what legal basis are you requiring callers to pay to access your services? Even 0800 numbers cost mobile phone users to call.

I am content that your original request was dealt with in accordance with DWP guidelines for Fol requests. The Department has a deadline of 20 working days to respond to Fol requests. Due to the Jubilee Bank Holiday and weekends, this would mean that the 20 day deadline would have been 7 June 2012. I understand that you received a response on 7 June 2012 and crossed with your review request and I agree with the content of that letter.

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.gov.uk