

Our reference: FDN-188913/0024
FDN-191609
FDN-190903

Your reference:

By email only
Ms D Reynolds



26 August 2014

Dear Ms Reynolds

I am writing in response to your emails in which you requested a review regarding our handling of the above-mentioned information requests. Your requests have been passed to me to consider.

FDN 188913 and 191609: Procedure for making a service complaint to PHSO
(request-206930-19b745d4@whatdotheyknow.com)

Having reviewed these matters I can confirm that we have supplied you with all the recorded information we hold in relation to these requests. I am also satisfied with the accuracy of the information that has been supplied to you.

FDN 190903: Clear definition of the difference between an 'enquiry' and a 'complaint'
(request-210111-bd1e964a@whatdotheyknow.com)

Having reviewed this matter I can see that we neglected to respond to several of your emails and I can only apologise for any inconvenience this may have caused you.

However on review I can confirm that Mr Thomas was correct to explain that the information you sought was reasonably accessible through our website and that we are not obliged to generate information in order to answer your requests.

That concludes my review. If you consider that I have not dealt with your information request properly you can raise the matter with the Information Commissioner. He can be contacted at:



Millbank Tower
Millbank
London SW1P 4QP

Enquiries: 0345 015 4033
Fax: 0300 061 4000
Email: phso.enquiries@ombudsman.org.uk
www.ombudsman.org.uk

**The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5A**

Yours sincerely



**Steve Brown
Head of Risk and Assurance**