



Independent Safeguarding Authority

PO BOX 181  
Darlington  
DL1 9FA  
[www.isa-gov.org.uk](http://www.isa-gov.org.uk)

L. S. Palmer  
[request-59244-f7f0c46b@whatdotheyknow.com](mailto:request-59244-f7f0c46b@whatdotheyknow.com)

21 February 2011

Dear L. S. Palmer,

**FREEDOM OF INFORMATION REQUEST REF ISA/IG/FOI/258/2011**

I write in connection with your request for information which was received by the Independent Safeguarding Authority (ISA) on 24 January 2011.

The ISA is not subject to the Freedom of Information Act 2000; however your request has been considered in the spirit of the legislation. Annex A (attached) states the questions you have asked and our responses to your questions.

I hope the above information is useful. If you are dissatisfied with the handling of your request for information you can lodge a complaint with the ISA to have it reviewed. The ISA must be notified of your intention to complain within two months of the date of this response to your request.

Complaints should be made in writing and addressed to:

Performance and Information Governance Manager  
Independent Safeguarding Authority  
PO BOX 181  
Darlington  
DL1 9FA

In all possible circumstances the Independent Safeguarding Authority will aim to respond to your complaint as soon as practicable and in any case within two months.

Yours sincerely,

Information Governance Officer  
Independent Safeguarding Authority