



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
Caxton House
6-12 Tothill Street
London
SW1H 9NA

Domitaliano
request-719368-90fc4b31@whatdotheyknow.com

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

[DWP Website](#)

Our Ref: IR2021/24983

15 April 2021

Dear Domitaliano,

Thank you for your Freedom of Information (FOI) request received on 25th March. You wrote:

“Ico explains me that you're not obligated to supply response if I don't disclose identity: you are nonetheless expected to offer assistance. Given this query may fall outside your competency, I call on you to offer assistance; to direct me to the correct authority if you are not it.”

DWP Response

In response to your internal review request, we can confirm that the handling of your original request and response has now been reviewed.

You have said that we did not supply you any assistance when refusing your request under S.8 of the FOI Act.

As a result of this review we are satisfied that the original response was handled properly and that the outcome of your original request was correct. Your complaint is therefore not upheld and the reason for this is as follows:

You did not provide a real name. As confirmed to you by the Information Commissioner (ICO) we are not obliged to supply any information when a real name is not given.

With regard to providing assistance: in our response we specifically asked you to resubmit your request with a real name so that we could consider your request properly. We also directed you to the ICO guidance with regard to your responsibilities when making an FOI request. This was done to help you understand your rights in this matter and to enable you to make a lawful request under the FOI Act.

Linked to your FOI request you alleged that crimes had been committed. Criminal matters are dealt with by the Police. If you believe a crime has been committed, you should contact your local police force.

If you believe a benefit fraud has been committed, please see how to report this here:
<https://www.gov.uk/national-benefit-fraud-hotline>

If you believe that DWP staff have not behaved as required by the Civil Service Code you can make a complaint here: <https://www.gov.uk/government/organisations/department-for-work-pensions/about/complaints-procedure>

Your further review rights are outlined below.

Yours sincerely,

DWP Central Freedom of Information Team
Department for Work and Pensions

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.

Web: [ICO Contact Information](#) or telephone 0303 123 1113 or 01625 545745