



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: IR2021/51252

1 July 2021

Dear Domitaliano,

Thank you for your Freedom of Information (Fol) request received on 24th June. You wrote:

"I am writing to request an internal review of Department for Work and Pensions's handling of my FOI request 'Refusal to Process National insurance Contributions'.

Did you receive my last message? I reproduce it here:

..Dear Department for Work and Pensions, You offer two routes for complaint. Thank you.

I'm sure the civil service code would afford you discretion given my situation. Perhaps you'd kindly consider my request according to your own code..

As I understand, both the act and your own code afford you discretion here. That is to say, you are not compelled to refuse me the information requested so, any chance you'd offer me response?

That I choose to refer this to police, police would need your cooperation. I take it you're prepared to cooperate? That which I describe happened some time ago so, those employed by DWP may no longer work for you. So, If I choose to complain, I'd do so to your local police station (Tothill Street). Would you identify your local station? Am I at liberty to reproduce this query within my complaint?

A full history of my FOI request and all correspondence is available on the Internet at this address: https://www.whatdotheyknow.com/request/refusal_to_process_national_insu_2

DWP Response

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

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 wrote to us on 19 January 2021 regarding "Refusal to Process National insurance Contributions - Bournemouth Job Centre". This e-mail came from the What Do They Know

(WDTK) website where you are registered with the account name “Domitaliano”. There was no other identifying information contained in the e-mail.

The Information Commissioner (ICO) notes that: “Requests made through the whatdotheyknow.com website will be valid, ***provided the requester supplies their real name*** (our emphasis and italics) and describes the information concerned.”

We advised that to provide a response we would need you to resubmit your request using your real name as laid down in S.8(1)(b) of the FOI Act. This was the correct advice to give as your request did not comply with the FOI Act because you had not supplied a real name.

You did not make a valid request under S.8(1)(b) of the FOI Act. The Department therefore has no obligation, under Section 1(1) FOI Act, to confirm or deny whether information is held.

It is understandable that you may not wish to publicise your real name on a public website. To avoid this please write to us using either the e-mail or postal address available here: <https://www.gov.uk/guidance/make-a-freedom-of-information-foi-request-to-dwp>

You will see below what would normally be your further complaint rights with regard to this matter. However, the ICO recommends that we advise you that they cannot consider a complaint where a request is not compliant with Section 8 of the FOI Act.

We understand that you will be disappointed with this response and encourage you to contact the Department using the details supplied above.

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