

C A Purkis  
[request-187469-7b46c7a8@whatdotheyknow.com](mailto:request-187469-7b46c7a8@whatdotheyknow.com)

FOI Reference: 29854

17 December 2013

Dear C A Purkis

Thank you for your email of 29 November in which you ask for:

1. In reference to Ms Rapson's claim to make sure that the customer service was top of her list for improvement, could she explain why it took her FOUR MONTHS to answer a letter sent to her by my MP?
2. Could Ms Rapson also explain to me how this letter was so spectacularly misread, (or perhaps not read at all), and information was subsequently requested from me when the information was already contained in the letter? Is this the improved competency?
3. Could Ms Rapson also explain why she has no statistics for the number of cases that she, herself, deals with for MP's? Is this part of her 'improvement' plan?
4. Could Ms Rapson explain why she has no response limit time for answering her correspondence? Is this also part of her improvement plan?
5. Could she, therefore confirm for me, that she does not have a policy of any kind in responding and dealing with MP's correspondence, as stated in her response to my 'review' request for my FOI request of the 18th September?
6. If she treats the MP's like this - what does she treat the poor members of the public like?  
Furthermore;  
Ms Rapson stated that she would be writing letters to the Committee in response to some of their questions, when she appeared before them on the 11th June.
7. Please could I have copies of these letters.
8. Please could I have copies of the last 10 internal memo's that Ms Rapson has sent inter-departmentally?

Points one to six of your request do not fall within the scope of the Freedom of Information Act (FOI) 2000 as you are not requesting recorded information. I will not be answering these points here.

Points seven and eight have been handled as a request for information under the FOI Act 2000.

**Ms Rapson stated that she would be writing letters to the Committee in response to some of their questions, when she appeared before them on the 11th June.**

**7. Please could I have copies of these letters.**

We believe that the information you have requested is already reasonably accessible to you. It can be found at:

[www.publications.parliament.uk/pa/cm201314/cmselect/cmhaff/616/616we01.htm](http://www.publications.parliament.uk/pa/cm201314/cmselect/cmhaff/616/616we01.htm).

Section 21 of the FOI Act exempts the Home Office from having to provide you with this information, because it is already reasonably accessible. If you have any difficulties in accessing this information at the source which I have indicated, please contact me again.

**8. Please could I have copies of the last 10 internal memo's that Ms Rapson has sent inter-departmentally?**

We have carried out a thorough search and have established that Ms Rapson does not hold the information which you have requested. Ms Rapson has not sent memos inter-departmentally.


You also noted that we had not replied to a question asked in your previous request. I refer you back to our answers to Q1, 2 and 5 FOI 29012.

If you are dissatisfied with this response you may request an independent internal review of our handling of your request by submitting a complaint within two months to the address below, quoting reference 29854. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

Information Access Team  
Home Office  
Ground Floor, Seacole Building  
2 Marsham Street  
London SW1P 4DF  
e-mail: [info.access@homeoffice.gsi.gov.uk](mailto:info.access@homeoffice.gsi.gov.uk)

As part of any internal review the Department's handling of your information request will be reassessed by staff who were not involved in providing you with this response. If you remain dissatisfied after this internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the FOI Act.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Lisa Killham', followed by a long horizontal line extending to the right.

Lisa Killham  
Director  
Customer Service Improvement