

**CONFIDENTIAL**

Mr Martin Keatings

By email: **request-701614-  
8b6f0c0e@whatdotheyknow.com**

26 November 2020  
Our ref: IR202005492

Dear Mr Keatings

**Your request for review**

I refer to your email of 21 November 2020, in which you ask for a review of our handling of a freedom of information request you had made. In your correspondence you advised that we had exceeded the statutory period for responding to a freedom of information request, and that we should have responded by 20th November 2020.

Your request for review has been passed to me to consider and I can now respond as follows.

On 24 October 2020 we received your request by email. Unfortunately it seems this email was overlooked at the time, and was not processed or acknowledged. On 21 November you emailed again asking for a review. This prompted a search for your original email, which was located and the request processed.

A response to your request was subsequently provided on 24 November 2020.

Having reviewed the handling of your request it is clear that on this occasion we did not respond within the statutory timescale. I acknowledge that our service has not been to the levels we would usually expect, for which I sincerely apologise.

Having looked into this matter further, I understand that this was a result of human error, due to the high volume of information requests we received at the time. In order to prevent this happening again we have put into place additional email checks at the end of each week to ensure that no requests are missed.

**Your Right of Appeal**

If you are dissatisfied with the outcome of any review carried out by the SPSO following your request for information, you have a right under the Freedom of



Information (Scotland) Act 2002, to appeal to the Scottish Information Commissioner. Details about appealing to the Commissioner are set out on page 3 of the enclosed information leaflet 'Your Information Rights & SPSO'.

Yours sincerely

Niki Maclean  
Director

Phone: 0800 377 7330

Email: [Inforequests@spsso.gsi.gov.uk](mailto:Inforequests@spsso.gsi.gov.uk)

Enc: Information leaflet 'Your Information Rights & SPSO'