



Government Legal Department

Ms L Elliot

By E-mail

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Your ref:
Our ref:
RM 71 19

12 July 2019

Dear Ms Elliot

Re: Your Freedom of Information Act request

On 28 June 2019 The Government Legal Department (GLD) received a Freedom of Information Act request from you. The response to your request is in **bold typeface**

I am seeking details of the telephone answering service that the GLD currently uses which appears to be a foreign call centre with significant delay on the line and intermittent audio. Where is this call centre located, and does the GLD know the hourly rate received by the individuals employed to answer the telephones?

GLD does not use a telephone answering service or call centre.

If you are unhappy with the level of service you have received in relation to your request you may ask for an internal review within two months of the receipt of this response. If you wish to do this you should contact me at the above address. It will help ensure that your complaint is properly considered if when requesting an internal review you also set out the reasons why you are unhappy with the service you have received.

If you are not content with the outcome of an internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

If you have any queries about this letter, please contact me. Please remember to quote the reference number in any future communications.

Yours sincerely



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