



Department  
for Work &  
Pensions

[www.dwp.gov.uk](http://www.dwp.gov.uk)

Date: 2 November 2015

John Slater  
[whatdotheyknow.com](http://whatdotheyknow.com)

Fol ref No IR563

Dear Mr Slater,

Thank you for your Freedom of Information review request received on 6 October 2015. You asked:-

*I am writing to request an internal review of Department for Work and Pensions's handling of my FOI request 'Universal Credit Programme - Post Reset Milestone Schedule'.*

*The DWP should have provided a response to this RFI by the 5th October, it has not. Please do not use this IRR as an excuse to delay disclosure any further.*

*The Information Commissioner is clear that a public authority must provide a substantive response (even if that is a refusal) within a maximum of 40 working days from the initial request. This time period also includes dealing with IRR. If the DWP does engage one of the qualified statutory exemptions please provide the public interest balance test it applied.*

*Therefore, if the DWP breaches the established timescales I will submit a complaint to the Information Commissioner.*

### **DWP Response**

In response to your request, I can confirm that the handling of your original request and response has now been appropriately reviewed by someone unconnected with the handling of your original request.

You raise a concern about not having had a response within the 20 day turnaround and that you request an internal review.

As a result of this review I am satisfied that the original response was handled properly but there were additional processes it had to go through before reaching you hence it was delayed.

I understand you have received a response and it may have crossed in the post with this request for an internal review. I am attaching a copy of that response in case you have still not received it.

If you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely,

DWP Strategy Freedom of Information Focal Point

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**Your right to complain under the Freedom of Information Act**

If you are not happy with this response you may request an internal review by e-mailing [freedom-of-information-requexx@xxx.xxx.xxx.uk](mailto:freedom-of-information-requexx@xxx.xxx.xxx.uk) or by writing to DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

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 [www.ico.org.uk/Global/contact\\_us](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745