

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwp.gsi.gov.uk

Our Ref: IR 73

DATE: 31 March 2016

Dear Mr Slater,

I am writing in response to your review request received on 24 February 2016. An internal review has been carried out by someone of a senior grade to the person who dealt with your original request. Please accept my apologies for the delay in replying. I am now in a position to respond to you. In your review request you said:

"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'. As my last IRR was the 13th November last year I thought I'd send another in the hope that the DWP might actually comply with the FOIA."

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.

The review concluded that, because of the important nature of the issues raised in your original request, it took longer than expected to respond. I realise that the extra time taken will have been disappointing and frustrating for you, and I apologise for this. However, I'm sure you will appreciate that it was essential to ensure that you received a fully-considered and comprehensive response. A reply to your original request is attached.

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

Yours sincerely,

DWP Strategy Fol Team

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 www.ico.gov.uk