

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.gov.uk)

Our Ref: Review 861

Date: 27.02.2013

Dear Mr Frank Zola

You requested an internal review of DWP's handling of Fol: request, "Universal Jobmatch and the Government Gateway", due to delayed response.

The review was conducted by an independent official of the Department, of the relevant grade and authority to carry out such requests. The case has been examined afresh, and guidance has been sought from domain experts to ensure all factors were taken fully into account.

I acknowledge that in this instance, the Department failed to respond within 20 working days and the DWP apologise for the delay. This is due to a number of factors including the unexpected level of correspondence received by the team. FOI requests are often complex or require input from a number of different areas e.g. policy, commercial, design teams who need to be consulted to ensure that all FOI requests are fully considered before being responded to. All FOI requests are dealt with by individuals in addition to their day to day workloads and in some cases this will lead to delays. Accordingly, I hope to let you have a response by 21 March 2013.

If you have any queries about this letter please contact the DWP Central Fol Team quoting the reference number above.

Yours sincerely,

DWP Central Fol Team

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**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](http://www.ico.gov.uk)