

To Mr Newman
C/o request-90436-fe968706@whatdotheyknow.com

DWP Central Freedom of Information Team

e-mail: freedom-of-information-xxxxxxx@xxx.xxx.xx

Our Ref: VTR 2704-IR329

DATE 18 January 2012

Dear Mr Newman,

Thank you for your Freedom of Information request that was received by the Department for Work and Pensions (DWP) Adelphi on 17 December 2011 and forwarded for response by DWP Commercial Management of Medical Services (CMMS) now known as Department for Work and Pensions (DWP) Medical Services Contracts Correspondence Team (MSCCT) Freedom of Information Officer.

In your email you asked to be provided with information answering the following questions:-

Dear Department for Work and Pensions,

Please pass this on to the person who conducts Freedom of Information reviews.

I am writing to request an internal review of Department for Work and Pensions's handling of my FOI request 'WCA Handbook - authentication'. I do not know why there should be a delay.

As Reviewing Officer, I have read your letter and accepted this as a request for an Internal Review. I have therefore conducted a full investigation. The response to your original request was completed within the legislative target of 20 working days, and issued on 15 December, however the email was returned as undeliverable, and a message notification to this effect was received by the DWP Adelphi Fol inbox. The notification message from the Mail Delivery System advised that this was due to an error, and delivery of this email had been rejected, there was no further information stated.

DWP Adelphi re-issued the response on 19 December, they and MSCCT would like to apologise for this response being issued later than expected.

As the MSCCT FOI Internal Reviewing Officer I therefore find that the original response which was provided to you on 15 December 2011, reference VTR 2588 – 3463 was correct, and although originally issued within deadline was received by you outside of the target.

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

Yours sincerely,

DWP Central Fol Team

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-request@dwpgsi.gov.uk or by writing to DWP, Central Fol Team, 5th Floor The Adelphi, 1-11, John Adam Street, London WC2N 6HT. 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.gov.uk