



Our ref MFOI001173 - 1174

Date: 26 June 2017

Mr P Read

Via email

peter@kentadvice.co.uk

**Information Governance Team**

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Dear Mr Read

**Internal Review – MFOI001173 - 1174**

Thank you for your email dated 14 June 2017 in which you raised concerns over Medway Council's failure to respond to your Freedom of Information request submitted in April 2017.

I have investigated the circumstances that led to you raising a request for an Internal Review. Firstly, I would like to apologise for the considerable delay that you experienced before finally receiving your responses which are attached.

I have spoken with my colleagues in the Education team who have confirmed that they did receive your request in April when submitted to the Council, initially the team interrogated its systems for the information requested and found that there was an error which stopped the relevant details being located, at this point we should have notified you to advise you that there was an issue retrieving the information, we did not do this and I apologise, the team realised that this information could be held in another format, less easy to access but accessible, locating the information took some time and it was this search that caused the delay in issuing the responses to you, for this the Council sincerely apologises.

I can advise you that following the unfortunate issues above the team have a system in place to check that its systems are working and thereby cutting the likelihood of a repeat of the unfortunate circumstances noted above.

I trust this information is to your satisfaction, if however, if you are not content with the outcome of the 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.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Gayle Jones', written in a cursive style.

Gayle Jones

Information Governance Manager