

Template letter 1

Acknowledgement of a request

[Date]

[Name and address of requester]

Dear [name]

Official information request for [brief detail of subject matter of request]

I acknowledge receipt of your official information request dated [date] for [brief detail of the subject matter of the request].

We received your request on [date]. We will endeavour to respond to your request as soon as possible and in any event no later than [date], being 20 working days after the day your request was received. If we are unable to respond to your request by then, we will notify you of an extension of that timeframe.

Your request is being handled by [person/team]. If you have any queries, please feel free to contact [person/team] on [phone/email]. If any additional factors come to light which are relevant to your request, please do not hesitate to contact us so that these can be taken into account.

[Use if the response may be proactively released on the agency's website]

Please note that it is our policy to proactively release our responses to official information requests where possible. We do not publish requesters' personal information.

We will let you know when we respond to your request if we intend to publish it. Please contact [person/team] if you have any questions about this.

Yours sincerely

[Name]