

30 January 2007

Dear [REDACTED]

Your request for review

I refer to your letter of 22 December 2006, which we received on 3 January 2007. In your letter you ask us to review why we cannot provide copies of the reports of investigations into complaints about our service.

As [REDACTED] has previously explained to you, we do not produce formal investigation reports into complaints about our service. I would like to clarify at this point that there is no provision in the Scottish Public Services Ombudsman Act 2002 requiring us to consider complaints about our service.

[REDACTED]

[REDACTED]

I hope this explains why we cannot provide the requested information under the Freedom of Information Act. If you remain unhappy with this decision, you have the right to state your concerns to the Scottish Information Commissioner, whose contact details can be found at www.itspublicknowledge.info.

Yours sincerely

[REDACTED]

Richard Smith
Director of Corporate Services