2 August 2013

Case Reference Number(s) FS50495930 and FS50507509

Dear Professor Trummel

Your information request to the Health and Safety Executive

Thank you for your correspondence in which you make a complaint about the above public authority’s handling of your request for information which is detailed in the following link;

https://www.whatdotheyknow.com/request/external_flue_and_chimney_design#outgoing-256748

You will notice that there are two reference numbers at the top of this page. To explain why, FS50495930 relate to the original documents you sent to us. FS50507509 is a new reference number, which relates to the further information you have sent us in order to progress your complaint further. Please quote FS50507509 (new number) in any future correspondence with us regarding this matter.

Your case has been forwarded to one of our complaint handling teams, and will be allocated to a case officer as soon as possible. Once your case is allocated to an officer they will contact you to explain how your complaint will be progressed.

If you wish to send any further documentation while the case is awaiting allocation, please quote the reference number at the top of this letter. This will ensure that the information is added directly to your case.

Please be aware that this is an automated process. The information will not be read by a member of our staff until your case is allocated to an officer.

If you have any specific concerns before your case is allocated to an officer, please contact our Helpline on 0303 123 1113, or 01625 545745 if you would prefer not to call an ‘03’ number, being sure to quote the reference number at the top of this letter.

Yours sincerely

Sent on behalf of
Rachael Cragg and Pam Clements
Group Managers
Complaints Resolution
Information Commissioner’s Office

The ICO’s mission is to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.