# Basic templates

## Response template

[Date][Reference number]

### Request

You asked us:

[Request wording]

We received your request on [date of receipt]

We have handled your request under the [specify whether it is the Freedom of Information Act (FOIA) or the Environmental Information Regulations (EIR), or both].

### Our response

[In this section you should explain:

* what information you hold, unless potential prejudice means that you need to [neither-confirm-nor-deny](https://ico.org.uk/for-organisations/guidance-index/freedom-of-information-and-environmental-information-regulations/when-to-refuse-to-confirm-or-deny-holding-information/) that you hold it;
* how you hold information, if it is clear the requester does not understand the level of detail of information they are likely to be able to access from you;
* whether you are disclosing all the information requested, disclosing part of it, or withholding it all;
* why you need to withhold information, using plain English;
* the specific FOI [exemptions](https://ico.org.uk/for-organisations/guide-to-freedom-of-information/refusing-a-request/) or EIR [exceptions](https://ico.org.uk/for-organisations/guide-to-the-environmental-information-regulations/refusing-a-request/) you are relying on to withhold information – you should identify which section of the act or regulations applies; and
* the details of any [public interest test](https://ico.org.uk/for-organisations/foi-eir-and-access-to-information/freedom-of-information-and-environmental-information-regulations/the-public-interest-test/) you have carried out.

**Or**,if the request is vexatious, repeated or exceeds the cost limit, you can explain:

* which section of the FOIA **or** EIR you are relying on and refuse it outright. You do not necessarily need to describe the information you hold – check the [exceed the cost limits and vexatious request guidance](https://ico.org.uk/for-organisations/foi-eir-and-access-to-information/guide-to-freedom-of-information/refusing-a-request/) for further information.

**If** you don't hold any of the information requested, explain this in writing to the requester. If another public authority holds the information, transfer the request to them or advise the requester to redirect their request. Part III of the [section 45 code of practice](https://www.gov.uk/government/publications/freedom-of-information-code-of-practice) provides advice on transferring requests.

### Advice and assistance

[In this section you should explain:

* where the requester can find any publicly available information related to their request or their stated interests, if any exists;
* how the requester could re-word their request to receive a fuller disclosure of information, if appropriate; and
* whatever else might be useful to the requester based on their information needs]

Next steps  
   
You can ask us to review our response. If you want us to carry out a review, please let us know within 40 working days. [Insert further details on your internal review process (eg who will carry out the review) or link to your internal review procedure, if it’s publicly available.]

If you are still dissatisfied after our internal review, you can complain to the [Information Commissioner’s Office](https://ico.org.uk/) (ICO). You should make complaints to the ICO within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: [www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints). [if you have issued a hardcopy response to the requester through the post, it may be more appropriate to provide them with the ICO’s postal address: Wycliffe House, Water Lane, Wilmslow, SK9 5AF.]

## Internal review template

[Date][Reference number]

You requested an internal review of our handling of your information request, which we received on …

This internal review is specific to your information request. We’ve reviewed the response to see if we have met the requirements of the Freedom of Information Act (FOIA) **or** the Environmental Information Regulations (EIR). This is separate from any other complaints processes you might be engaged in with us.

[If applicable] My role at [name of organisation] is [x]. I have not been involved in the handling of your request before performing this review.

### Your concerns

[Set out your understanding of the requester’s concerns]

### My decision

Having considered our handling of your request, I find that…

[You must make it clear whether you do or do not agree with the initial response.

If the outcome of your review is a decision that you should disclose additional information, you should provide the information alongside this response. If that is not possible, inform the requester when you will disclose it.

You may find that new or different exemptions (under FOI) or exceptions (under EIR) apply to the information requested. If so, you should explain what they are and why they apply.

If the outcome of the review is that the reviewer agrees with the initial response, meaning that the requester is likely to be frustrated, it might be helpful to acknowledge that issue. You could use this wording:  
  
“I appreciate that this may not be the result that you were hoping for, but I am satisfied that our response meets the requirements of the FOIA **or** EIR.”]

### Advice and assistance

The following additional information may be of use to you…

[In this section you should explain:

* where the requester can find any publicly available information related to their request or their stated interests, if any exists;
* how the requester could re-word their request in order to receive a fuller disclosure of information, if appropriate; and
* whatever else might be useful to the requester based on their information needs.]

### Next steps

If you still feel that we have not responded appropriately to your information  
request, you can complain to the [Information Commissioner’s Office](https://ico.org.uk/) (ICO). You should make complaints to the ICO within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: [www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints) [if you have issued a hardcopy response to the requester through the post, it may be more appropriate to provide them with the ICO’s postal address: Wycliffe House, Water Lane, Wilmslow, SK9 5AF.]