



Nuclear
Decommissioning
Authority

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Our ref: L02Oct01(Large)
Your ref:

2 October 2007

Mr John H Large
Large & Associates – Consulting Engineers
The Gatehouse
1 & 2 Repository Road
H-Ha Road
London
SE18 4BQ

Dear Mr Large

Re: Outcome of complaint – Sizewell A Magnox Debris, Library Request

I am writing to confirm that the complaint you raised with the NDA in your email of 19 September 2007 has been reviewed and to inform you of the outcome.

The appeal was dealt with by a senior manager, in a different directorate, and looked at the reasons for not providing a satisfactory response to your original Fol Act request within the 20 days allowed.

The appeal found that your request was not actioned within the 20 day timescale required and for that we apologise. We have a robust system for responding to requests for information held internally by the NDA within the timescale allowed. However, you have drawn our attention to the need to institute a more robust system for progressing requests when the information requested is held by one of our contractors, as it was the time taken to obtain that which caused the delay in this case. We are working towards improving the cataloguing of records held by our contractors with the intention, inter alia, of ensuring a swifter response to Fol Act requests.

The appeal noted that you had approached our contractor directly but had not received a reply. It identified a need for us to remind our contractors that they should respond to requests for information in a timely manner. To help us with this it would be useful if you could let us have a copy of your correspondence to our contractor that you refer to in your email to Fol, subject Re: RF12007000045, dated 7 September 2007 at 14:06.

I hope that you find our response satisfactory. If you are not satisfied that your complaint has been dealt with properly, you may contact the Information Commissioner. You should do this as soon as possible, or in any case within two months of the date of this letter. You may contact the Information Commissioner at the following address: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. You should enclose the following:

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- a covering letter giving details of your complaint
- details of your initial request
- a copy of the NDA's initial response (known as the Refusal Notice)
- a copy of the complaint you made to the NDA
- a copy of the NDA's response
- any other information you think is relevant
- your contact details

Alternatively you can contact the Information Commissioner via the website www.ico.gov.uk and complete the [Freedom of Information Complaints Form](#), following the instructions given.

Yours sincerely

A handwritten signature in black ink that reads 'Rhona Bell'.

Rhona Bell
NDA Complaints Coordinator