

26th July 2022

BY EMAIL

Our Ref: FOI 1750

Dear 

Your request for information was received 29th June 2022 and was dealt with under the terms of the Freedom of Information Act 2000. Please be advised that the Business Services Organisation (BSO) has now completed its search for the information you requested with regards to the BSO experience of handling compliance cases.

I should advise you that the Business Services Organisation (BSO) was established in April 2009 under the Health and Social Care (Reform) Act (NI) 2009 with the purpose of delivering a range of business and specialist professional support services to the Health and Social Care organisations across Northern Ireland.

The BSO is not a regulatory body and accordingly does not hold any of the compliance documents sought under your Freedom of Information request.

I am sorry, that in this instance, we have been unable to assist you but hope that the above information will be of some help.

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter, as the BSO, along with all other public authorities are not obliged to accept internal review requests after this period has lapsed.

In the event that you require a review to be undertaken, you can do so by writing to

Information Governance Manager,
2 Franklin Street,
Belfast,
BT2 8DQ



If, following an internal review, carried out by an independent decision making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the BSO has complied with the terms of the Freedom of Information Act.

You can contact Information Commissioner at:

Website: www.ico.org.uk
Phone: 0303 123 1113
Email: casework@ico.org.uk
Post: Information Commissioner's Office
3rd Floor, 14 Cromac Place
Belfast
BT7 2JB

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,

A handwritten signature in cursive script that reads "Karen Bailey".

Karen Bailey
Acting Chief Executive