

**Chief Executive**  
2 Franklin Street  
BELFAST  
BT2 8DQ

Tel: 028 9536 3863  
Email: FOI.BSO@hscni.net

1<sup>st</sup> August 2023

**BY EMAIL**



**Our Ref: FOI 1677 / 2007**

Dear 

Your requests for information, received on 22<sup>nd</sup> February 2022 and 18<sup>th</sup> July 2023, were 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 in relation to contact centre contract(s) and inbound network services contract (s).

Firstly, please accept my sincere apology for the delay in providing you with a formal response.

I should advise you that the BSO do not operate within a call centre environment and as such are not in a position to provide you with the information you seek.

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](http://www.ico.org.uk)  
**Phone:** 0303 123 1113  
**Email:** [casework@ico.org.uk](mailto: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**  
Chief Executive