

4th April 2024

BY EMAIL

██████████
██
Our Ref: FOI 2138

Dear ██████████

Your request for information was received on 12th February 2024 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 in relation to cleaning audits.

Please find a response as follows:

- 1) Who is responsible for your cleaning audit surveys?**
FM Contractor
- 2) Can you outline how cleaning audit surveys are completed?**
FM contractor's supplier arranges these and is escorted by the FM contractor's facility's Manager
- 3) What software, if any, is used to complete and report on cleaning surveys?**
N/A
- 4) If you use software to complete cleaning audits, what was the original contract start and end date?**
N/A
- 5) If you use software to complete cleaning audits, what was the contract cost per year?**
N/A
- 6) If you use software to complete cleaning audits, how was this procured (Direct award/tender etc)**
N/A



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

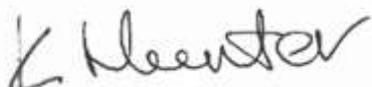
If, following an internal review, carried out by an independent decision-making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate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



Karen Bailey
Chief Executive