

11/05/2015

BY EMAIL

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

Our Ref: FOI 44-2015

Dear

Your request for information was received on April 30th 2015 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 call centre/contact centre and inbound network services contracts.

I can advise you that the BSO does not have any call centres or inbound network services, as such there are no contracts in place for such services.

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.

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

Administrative Services 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,

David Bingham
Chief Executive