

Waltham Forest Town Hall, Forest Road, Walthamstow, E17 4JF

Ms J Wright  
[...]

Ask for: Daniel Fenwick  
Email: [Daniel.fenwick@walthamforest.gov.uk](mailto:Daniel.fenwick@walthamforest.gov.uk)  
Direct line: 020 8496 4881  
Date: 11th February 2008

Dear Ms Wright,

**Your query by email dated 25<sup>th</sup> January 2008**

Thank you for your above email in reply to my letter.

I write to clarify some points that you have raised.

Your request asked “how much is the director of museums paid...” .This was interpreted as a request relating to the post of the Head of the Museum, Gallery and Archive Service and an accurate response provided. I consider this to be a reasonable interpretation of your request and, if it was not the information you were seeking, you were free to return to us at the time or appeal the decision (the letter informed you of how to do so). You have now queried the response and additional information has been provided to you about the pay to Lorna Lee personally with an explanation of the apparent confusion. I am sorry if you feel you were not provided with the information you sought but this has now been rectified.

My reference to seeking clarity is something we offer to all people or organisations who make freedom of information requests. It is not uncommon for applicants to phrase a request in a vague or unclear way eg because they do not know the Council’s official name for something. For this reason, the officers dealing with information requests are more than willing to provide advice and assistance. They provide an excellent customer focused service receiving regular compliments and very few complaints.

For these reasons, I cannot accept your assertion that the Council has deliberately falsified its response to you. I can see that how the confusion over your request arose – without attaching any blame to anyone – and that has now been rectified. Had the confusion been identified earlier, we would have rectified it earlier.



You are of course entitled to hold your views and if you have continued concerns about the response to your freedom of information request, then you may appeal to the Information Commissioner at the following address:

The Information Commissioner's Office,  
Wycliffe House, Water Lane,  
Wilmslow, Cheshire,  
SK9 5AF.

The Information Commissioner would normally expect a complainant to use the Council's internal review process before complaining to them but I consider that this is unfair on you in the circumstances and you may treat my letters to you as completion of that process. I am happy to confirm this to the Information Commissioner if you so wish.

Yours sincerely

**Daniel Fenwick**  
**Acting Director of Governance & Law**  
**And Monitoring Officer**