



10 DOWNING STREET
LONDON SW1A 2AA
020 7930 4433
www.pm.gov.uk

From the Direct Communications Unit

5 September 2006

Dear Mr Whitehead

Thank you for your email of 7 August requesting details about the answering of email correspondence to the Prime Minister's Office website.

Please find below information about the answering of emails which I hope you will find useful.

Emails sent to the website are submitted via a form on the website. Once the message has been submitted, correspondents will be asked to confirm their email address and message in an automatic confirmation email sent from the Prime Minister's Office. Once their email address and message are confirmed, the message posted will be passed on to staff at the Prime Minister's Office to read.

The Prime Minister receives many thousands of letters, emails and faxes each week. Unfortunately it is not possible for him to reply to every email or in fact every piece of correspondence he receives. Correspondents emailing the Prime Minister are notified of this fact and are sent a confirmation that their email has been received in the Prime Minister's 'in-box'.

Mr Blair is also provided with a report on the emails sent, compiled by staff who read the messages. They provide the Prime Minister with a representative sample of emails from the issues raised, a small number of which he endeavours to answer each month.

Yours sincerely

K GRADY

Mr Rob Whitehead



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If you are unhappy with the level of service you have received from this office in relation to any aspect of your request, you may ask for an internal review.

You should contact the Permanent Secretary, Government Communications:

Howell James
Permanent Secretary
Government Communications
Cabinet Office
70 Whitehall
London
SW1A 2AS

howell.james@cabinet-office.x.gsi.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner's Office for a decision. The Information Commissioner can be contacted at:

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