



2. We began receiving responses from day 1 of the consultation period. During the first week, we set up a response strategy and tool and framework for analysing the responses, including calculating how many people we would need given the number of responses received.

We then had 3.5 FTE working on reading and analysing responses for a period of 4 weeks, from week 2 of the consultation period until a week after it ended. This work was overseen by a Project Director.

A first draft of the response document was completed on 17 November and was reviewed by the Provider Policy Executive. The document was signed off and published on 20 November.

### **Review rights**

If you consider that your request for information has not been properly handled or if you are otherwise dissatisfied with the outcome of your request, you can try to resolve this informally with the person who dealt with your request. If you remain dissatisfied, you may seek an internal review within Monitor of the issue or the decision. A senior member of Monitor's staff, who has not previously been involved with your request, will undertake that review.

If you are dissatisfied with the outcome of any internal review conducted by Monitor, you may complain to the Information Commissioner for a decision on whether your request for information has been dealt with in accordance with the FOI Act.

A request for an internal review should be submitted in writing to FOI Request Reviews, Monitor, Wellington House, 133-155 Waterloo Road, London SE1 8UG or by email to [foi@monitor.gov.uk](mailto:foi@monitor.gov.uk).

### **Publication**

Please note that this letter will shortly be published on our website. This is because information disclosed in accordance with the FOI Act is disclosed to the public at large. We will, of course, remove your personal information (e.g. your name and contact details) from the version of the letter published on our website to protect your personal information from general disclosure.

Yours sincerely,



**Chris Mullin**  
**Project Director, Policy**