

Our Ref [case ref removed]

Your Ref

[name and email address of applicant]

30 March 2016

Dear [name of applicant]

On 22 March 2016, one of my officers sent you an update email about a possible delay to the issuing of a decision on your application. The email was inaccurate and premature. It did not accurately reflect this organisation's approach, nor was it clear at that point when we would be in a position to issue a decision so timing may not have been an issue at all.

The email you received was the result of a breakdown in internal communications which resulted in a misunderstanding of the guidance we gave to officers.

I take full responsibility for the error. I apologise unreservedly for the inconvenience and worry this has caused.

I am proud of the work of this office and the dedication of my colleagues. It pains me that they are viewed as being anything less than the consummate professionals we all are. To that end, I have today, sent a statement to the Scottish Parliament which I have also published on my website at: [http://www.itspublicknowledge.info/home/News/News\\_Releases.aspx](http://www.itspublicknowledge.info/home/News/News_Releases.aspx)

Yours sincerely

**Rosemary Agnew**  
**Scottish Information Commissioner**