[Your company name]
[Your company address]

[Requester's name]
[Requester's email or postal address]

[Date]

Our reference: [Reference]

Dear [Requester's name],

Your request for information

Thank you for your request for information, which we received on [Date the request was received]. We have dealt with it under the Freedom of Information Act 2000 (the "Act").

You asked for: [The request]

Our response

[Outcome]

[The information released]

Information withheld. We are withholding information under the following exemptions in the Act: [Exemptions relied on, with the reasons]. This letter is a refusal notice under section 17 of the Act for that information.

Advice and assistance. [Advice and assistance]

[Note: For each exemption, give the section number, explain why it applies to this information and, for a qualified exemption, set out the public interest factors for and against disclosure and why the balance favours withholding. Where the cost limit applies, say so, explain the estimate and offer advice on narrowing the request. If the information is environmental, deal with it under the Environmental Information Regulations 2004 instead. Scottish public authorities follow the Freedom of Information (Scotland) Act 2002 and need a different letter.]

Using the information

The information we have provided is supplied for your personal use. If you wish to re-use it, for example to publish or sell it, you may need our permission or that of another copyright holder, unless it is published under a licence that allows re-use.

If you are unhappy with our response

You may ask us to review our handling of your request. Please write to us at [Where to ask for an internal review] within 40 working days of the date of this letter, quoting the reference above. The review will be carried out by someone who was not involved in the original decision.

If you are still unhappy after the internal review, you may complain to the Information Commission, which replaced the Information Commissioner on 30 September 2026, through its website. The Commission will usually expect you to have asked for an internal review first.

If you have any questions about this response, please contact [Your name] at [Your email].

Yours sincerely,

[Your name]

For and on behalf of [Your company name]

Approval for release

I have checked this response, including any exemptions relied on and the public interest reasons, and approve its release: ☐

Approved for and on behalf of [Your company name]

Signature _____

Name _____

Position _____

Date _____

[Note: The approval section is for the authority's own record. Delete it from the copy sent to the requester, or send the requester the response without the approval page.]

About this template

A starting point to adapt, not legal advice. The law differs between England and Wales, Scotland and Northern Ireland, and it changes: check this fits your situation, and take legal advice for anything significant. Replace each [placeholder] in violet, follow or delete each [Note], then delete this box. Last reviewed October 2026. Send it for signature with Sign2Approve: sign2approve.com/templates/freedom-of-information-response