Our reference: ${ParentIssueKey}

19 January 2017

${Assignee}  
${fullname:Assignee}

By email to: ${emailaddress:Assignee}

Dear ${fullname:Assignee},

**Freedom of Information request – Acknowledgement**

I refer to your request for documents under the *Freedom of Information Act 1982* (**FOI Act**). Specifically you asked for:

*${Description}*

We received your request on ${dateformat("d MMMM yyyy"):CreatedDate} and the 30-day statutory period for processing your request started from the day after that date. You should therefore expect a decision from us by #{for i=JQLIssuesCount|clause=issuekey = ${ParentIssueKey}} ${dateformat("d MMMM yyyy"):JQLIssues[i].DueDate}#{end}. The 30-day period may be extended by a further 30 days if we need to consult third parties or for other reasons.

You will be notified in writing if we need to consult third parties and an extension of time is required.

The FOI Act and the *Freedom of Information (Charges) Regulations 1982* allow agencies to charge for access to documents that do not contain the personal information of the person making the FOI request. We will write to you if we decide you are liable to pay a charge to access the documents you requested.

The information released in response to your request may later be published online on our disclosure log, subject to certain exceptions. For example, personal information will not be published when this would be unreasonable.

Please tell us if your contact details change. If you need any more information, please reply by email.

Yours sincerely,

${UserDisplayName}

Customer Feedback & Information Access