September 25th 2015

Freedom of Information Unit,

Dear Sir/Madam,

In accordance with the Freedom of Information Act, I wish to request access to the following information held by your department;

All documents relating to complaints regarding social media by Government. Details to include the name of the compliant and the compliant made.

I would like to receive the requested information via emailed attachment to and also hard copy via post to the above address.

I would appreciate if formal correspondence could also be conducted via email.

I am happy to discuss any aspect of the above insofar as it would help to clarify anything or to make the process as efficient as possible.

If you need to clarify anything I am contactable at or at the above email address.

Yours sincerely,
RE: FOI Request FOI/2015/109

Dear

I refer to the request which you have made under the Freedom of Information Act 2014 for records held by this Department.

I have made a final decision on your request on 12 October 2015. I may be contacted by telephone on 01 6782441 in order to answer any questions you may have, and to assist you generally in this matter.

I have contacted you regarding the records you are seeking and our difficulties in finding them. I regret to inform you that we cannot locate any such records and that I must therefore refuse your request. As is explained below, this decision is made under section 15(1)(a) of the Act.

Section 15(1)(a) of the Act states that an FOI request may be refused if:

‘the record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken,’

I have completed an electronic and paper search for complaints relating to social media and must inform you that the records that you are requesting do not exist.

Decision

I have listed above the searches undertaken, and the results of those searches. In accordance with the requirements of section 15(1)(a) I am satisfied that all reasonable steps have been taken to identify any records in relation to your request.
as they do not exist. I am unable to locate the records concerned and must therefore refuse your request on this basis.

Rights of Review
In the event that you are not happy with this decision you can make an appeal in relation to this matter, you can do so by writing to the Freedom of Information Unit, Elm House, Earlsvale Road, Cavan or by e-mail to foi.unit@dcenr.gov.ie. You should make your appeal within 4 weeks (20 working days) from the date of this notification, where a day is defined as a working day excluding, the weekend and public holidays, however, the making of a late appeal may be permitted in appropriate circumstances.

The appeal will involve a complete reconsideration of the matter by a more senior member of the staff of this body.

Should you have any questions or concerns regarding the above, please contact me by telephone on 01 6782441.

Yours sincerely,

Yours sincerely,

[Signature]
Claire Collins
Press Office