



National Audit Office

The UK's independent public spending
watchdog

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Reference FOI-1581

Date 3 February 2023

COMMUNICATING WITH THE PUBLIC POLICY

Thank you for your request of 6 January 2023 in relation to a 'Communicating with the Public Policy'. You have asked us to handle your request in accordance with the terms of the Freedom of Information Act 2000 (FOIA).

The specific information you requested states:

"Can I request a copy of the NAO's or DCMS's "Communicating with the Public Policy" or whatever policy mentions and gives direction on this confusing email signing convention?"

After checking our records, I can confirm that we do not hold any information fitting the description of the policy you have requested. Although we do not have a 'Communicating with the Public Policy' we do outline how we communicate as an organisation on our website [Contact us](#) page.

Annex A sets out the steps you may wish to take if you are not satisfied with the way we have handled your request for information under FOIA.

I hope you find this response helpful.

Yours sincerely,

NAO FOI Team

Annex A

Statement of Policy

Our policy is to respond to requests made under the Freedom of Information Act 2000 as helpfully and promptly as possible, having regard to the principles set out in the Act. I therefore hope you are happy with the way we have handled your request. If you are not, then you should take the following steps.

In the first instance, within 40 working days, write to the National Audit Office Freedom of Information (FOI) Team at FOI.requests@nao.org.uk or by post to:

FOI Team, Green 2, National Audit Office, 157-197 Buckingham Palace Road, London, SW1W 9SP

The Head of FOI will arrange a review, which will be conducted by a senior member of staff who was not involved in decisions relating to your original request. Once the review has been completed, we will write informing you of the outcome.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

<https://ico.org.uk/> or Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF