

**Human Tissue Authority**  
151 Buckingham Palace Road  
London  
SW1W 9SZ

██████████  
By email to ██████████

**Tel** 020 7269 1900  
**Web** [www.hta.gov.uk](http://www.hta.gov.uk)  
**Email** enquiries@hta.gov.uk  
**Date** 23 October 2017

Dear ██████████

### **Freedom of Information request**

Thank you for your request for information under the Freedom of Information Act (FOIA), which was received by the Human Tissue Authority (HTA) on 9 October 2017. Your email outlined the following request:

Have there been other formal complaints to the HTA in regards to ██████ having temperature excursions. I am wondering if this is a pattern that they have not corrected.

### **Response**

We have no record of the HTA having received any other formal complaints relating to ██████████, with regards to temperature excursions.

### **Further information**

If you are unhappy with the way the HTA has handled your request for information in this case, you may in the first instance ask us for an internal review by writing to us at the above postal or email address.

If you remain dissatisfied with the handling of your request or complaint, you have the right to appeal directly to the Information Commissioner for a decision, at the address below. There is no charge for making an appeal.

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Telephone: 08456 30 60 60 or 01625 54 57 45

Website: [www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely

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