

19 October 2016

Mr David Lawson

By email only via the fyi.org website and direct email

Dear Mr Lawson

Request for information – 10 October 2016

I write further to your request for information made 10 October 2016. I understand your request to be for a copy of the current FairWay reviewer training manual (and any previous copies between March 2015 and present).

Please find attached a copy of the current reviewer training manual. I confirm that there have been no updates since March 2015.

As has been agreed, a copy of this response is being posted to FYI.org website to confirm that a response has been provided to your request, and this has also been sent to you directly.

FairWay has also published the manual (current as at March 2015) on our website.

Please let me know if you require any other information. You may also contact the Office of the Ombudsman in relation to this response.

Yours sincerely



Rhys West

Acting Chief Executive