

## ICO Disclosure Log – Response IRQ0617522

**Request Ref:** IRQ0617522

**Date of Response:** 17/03/16

**Request:** "the ICO's view on what constitutes a "reasonable time" for a PA to handle a complaint under RopSIR".

### Our response

We do not hold recorded information within the scope of your request. However, our current guidance in relation to internal reviews under the Freedom of Information Act (FOIA) is that, public authorities should: -

"ensure the review takes no longer than 20 working days in most cases, or 40 in exceptional circumstances."

Our present thinking is that in relation to regulation 17(3) of the RPSI 2015, "a reasonable time" should be construed in the same way and should be promoted and recommended as good practice, however, it must be borne in mind that this is a good practice and not a statutory timescale and may be subject to exceptions depending on the particular circumstances of a case.

Please see below the link to our FOI guidance below. The bullet point about 20 and 40 working days can be found under the heading: -

"Refusing a request." 'What if the requester is unhappy with the outcome?'

<https://ico.org.uk/for-organisations/guide-to-freedom-of-information/refusing-a-request/>

We hope our response is of assistance.

Information Access Team