

27 March 2024

IC-295159-F5L5

Request

You asked us:

"I am asking for DATA in record that the Information Commissioner's Office sends unhappy complainants if the Information Commissioner's Office does not ask the organisation to comply with a decision.

There is usually a paragraph stating what complainants might do - if they are dissatisfied with service they have been given and what further action they might pursue to remedy the situation,

Please state if there is any DATA on file , sent from the Information Commissioner's Office to complainants as to the legal remedies they can pursue if it decides than its Decision is not worth upholding."

We received your request on 15 March 2024.

We have handled your request under the Freedom of Information Act 2000 (the FOIA).

Our response

We can confirm that we hold information in scope of your request.

Please find enclosed a copy of a template letter that is utilised when the ICO makes the decision to not enforce a decision notice even though we believe that it has not been complied with. This letter outlines that the complainant has the opportunity to seek a judicial review.

We do not hold a template letter for scenarios where the ICO believe that a decision notice has been complied with but the complainant disputes this. However, the individual can make a [service complaint](#) if they wish. Part 10 (page 40) of our [FOI/EIR Casework Service Guide](#) details the service complaint process.

Where a complainant is unhappy with the decision notice, details of the right to appeal are included on the last page of the decision notice.

This concludes our response to your request.

Next steps

You can ask us to review our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days.

You can read a copy of our full [review procedure](#) on our website.

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority.

You can [raise a complaint](#) through our website.

Your information

Our [privacy notice](#) explains what we do with the personal data you provide to us, and sets out [your rights](#). Our [Retention and Disposal Policy](#) details how long we keep information.

Yours sincerely,



Information Access Team
Strategic Planning and Transformation
Information Commissioner's Office, Wycliffe House, Water
Lane, Wilmslow, Cheshire SK9 5AF
ico.org.uk twitter.com/iconews

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**For information about what we do with personal
data see our [privacy notice](#)**