

30 November 2022

IC-203074-K3Y8

Request

I also wish to submit an FOI request for all materials relating to case work processes, such as training materials, instructions and guidance.

Your request has been handled under the Freedom of Information Act 2000 (the FOIA). As you are probably aware, this legislation provides public access to recorded information held by a public authority unless an appropriate exemption applies.

Our response

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

This information is technically exempt under section 21 of the FOIA because it is available to you by means other than making an FOI request. Please find further details about this exemption below.

Much of our information about the procedures and guidance we use when dealing with casework can be found in our [policies and procedures](#).

You may find the information on the following links of use:

- [How we handle concerns](#);
- [Right of access guidance](#);
- [FOIA EIR Casework Service Guide](#) provides information on case handling for complaints brought to us under the FOIA and EIR;
- [s45 code of practice](#) details our guidance on the best practice to follow;
- [Service standards](#) details our commitment to providing high standards of customer service in line with our [Service Charter](#);
- [Service guide](#) provides details about our expected standards and procedures for dealing with complaint cases;
- [Information request handling procedure](#) details how the ICO handles information requests;
- [What to expect from the ICO when making a data protection complaint](#).

In addition, our Regulatory Action Policy outlines the circumstances in which we would consider taking formal regulatory action. This can be found here: [regulatory action policy](#)

We have disclosed information in relation to similar requests on our [disclosure log](#) where you are able to search for keywords of interest.

Details of our internal guidance, consisting of training presentations given to our staff who handle data protection complaints were disclosed on our disclosure log on the following link: [IC-179576-P5B8 | ICO](#)

Information withheld

FOIA section 21

Although we hold information falling with the scope of your request it is available to you outside of FOIA because this information is available on our website.

As a result, the information we hold is withheld in reliance on section 21 of the FOIA. This exempts information which is reasonably accessible to the applicant through means other than a request under the FOIA.

It is an absolute exemption, which means it is not necessary for us to consider any public interest test.

This concludes our response to your request.

We hope this information is useful.

FOI review procedure

If you are dissatisfied and wish to request a review of our decision or make a complaint about how your request has been handled you should write to the Information Access Team at the address below or e-mail icoaccessinformation@ico.org.uk.

Your request for internal review should be submitted to us within 40 working days of receipt by you of this response. Any such request received after this time will only be considered at the discretion of the Commissioner.

If having exhausted the review process you are not content that your request or review has been dealt with correctly, you have a further right of appeal to this

office in our capacity as the statutory complaint handler under the legislation.

To make such an application, please write to our Customer Contact Team at the address given or visit our website if you wish to make a complaint under the FOIA.

Your information

Please note that our [Privacy notice](#) explains what we do with the personal data you provide to us and what your rights are.

This includes entries regarding the specific purpose and legal basis for the ICO processing information that people that have provided us with, such as an [information requester](#).

The length of time we keep information is laid out in our retention schedule, which can be found [here](#).

Yours sincerely



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