

30 March 2023

## ICO Case Reference IC-223747-H4T8

### Request for information

Request received 27 March 2023:

*"I would be very grateful if ICO would kindly send me the ICO internal guidance for case officers, with respect to whether or not they should issue a formal response to a DP complaint raised by the public, e.g. about a data controller repeatedly breaching GDPR over numerous years (2019-2022)."*

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

### Our response

We do hold information in scope of your request.

Complaints are handled in line with our [Regulatory Action Policy](#).

Information regarding our procedures for handling casework can be found in the [Policies and procedures](#) section of our website.

Our [service standards](#) detail our commitment to providing high standards of customer service in line with our [Service Charter](#).

We have published training presentations given to our staff who handle data protection complaints on our Disclosure Log at [IC-179576-P5B8 | ICO](#). We have also published the information governance and legislation training modules we provide to ICO staff as part of their internal training and made them available here: [UK General Data Protection Regulation \(UK GDPR\) | ICO](#)

We also provide advice for individuals about [What to expect from the ICO when making a data protection complaint](#) on our website, which may be of interest to you.

As the above information is already reasonably accessible to you, technically it is withheld under section 21 of the FOIA. Section 21 states that we do not

need to provide you with a copy of information when you already have access to it. However, we have provided the links above for your convenience.

This concludes our response to your request.

### **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 [accessicoinformation@ico.org.uk](mailto:accessicoinformation@ico.org.uk).

Your request for internal review should be submitted to us within 40 working days of your receipt of this response. Any such request received after this time will be considered only 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 FOI Complaints and Compliance team at the address given, or visit our website at [Official information concern | ICO](#).

### **Your information**

Our [Privacy Notice](#) explains what we do with the personal data you provide to us and what your rights are. This notice includes entries regarding the specific purpose and legal basis for the ICO processing information that people such as [information requesters](#) have provided to us.

The length of time we keep information is laid out in our [retention and disposal policy](#).

Yours sincerely

Information Access Team  
Risk and Governance Department

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T. 0303 123 1113 F. 01625 524510 [ico.org.uk](http://ico.org.uk) [twitter.com/iconews](https://twitter.com/iconews)  
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