

7 March 2023

Case Reference IC-215666-Z6G8

Your request

You asked us for the following:

"I can confirm that I am making enquiries concerning staff that are assigned data protection complaints that come in from the public. To explain, let's say I make a complaint about an organisation because they have done something wrong with the information that they hold about me and I fill in the ICO online form. I imagine the ICO receives thousands of complaints per week and someone has to sift through them and then pass them onto a Lead Case Officer. This Officer reads the complaint and supporting literature to formulate a response. It is this role I am interested in, the one who reads the complaint information and makes a decision on the merits of the complaint.

I hope that the explanation is clearer. With this in mind, please answer the questions:

- 1. How many Lead Case Officers do you have?*
- 2. How are the cases assigned to the Lead Case Officers?*
- 3. Are specific industries/sectors assigned to particular individuals?"*

Where your questions satisfy the criteria of a valid information request, we have considered your request under the Freedom of Information Act 2000 (FOIA).

Our response

1. We do hold information within scope of this part of your request.

Complaint casework is completed by both Case Officers and Lead Case Officers. In our Public Advice and Data Protection Complaints Services (PADPCS) we employ 92 Case Officers and 52 Lead Case Officers.

2. Cases that come into our system are set up and assigned to the relevant sectoral team (see below). There is no central written process for how these are then assigned to individuals, but each team has a triaging process that will

likely involve considerations such as the workload each officer currently has, experience, and possibly even sectoral or controller experience/knowledge; though this is not formalised and will be down to decisions made by the triaging officer or Team Managers on a case by case basis. We can confirm, therefore, that we do not hold information within scope of this request.

3. PADPCS is divided into groups dealing with sectors as follows:

Group 1: Charities, Education & Childcare, Media, Religious Organisations, Utilities, Telecoms, and Regulators.

Group 2: Finance and Credit, Private Investigators, Transport, and Domestic CCTV.

Group 3: Local Government, Land or Property Services, Recruitment, and Gambling.

Group 4: Police and Justice, General Business, Retail and Manufacture, Parking, and Marketing.

Group 5: Central Government, Legal, Insurance, Pensions, Political Parties, Leisure, and Online Technology.

Group 6: Health and Social Care.

This concludes our response.

We hope you find this information helpful.