

30 June 2023

IC-236327-C7Q7

Request

- A copy of your latest casework service guide / equivalent training material for staff working in the Public Advice and Data Protection Complaints Service (PADPCS) department. I expect this looks similar to [link removed]
- A copy of the document 'Business process – ICE 360 - complaint handling procedure' that explains how case handlers are to use ICE 360, the ICO's case management tool.
- A copy of the latest set of resources being used by the PADPCS 'training school', excluding the Sharepoint videos. For example, this might include presentation slides, checklists, written guidance.
- A list of the titles of Sharepoint videos associated with the PADPCS 'training school'

Your request, received on 3 June 2023, has been handled under the Freedom of Information Act 2000 (the FOIA).

Response

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

1. A copy of your latest casework service guide / equivalent training material for staff working in the Public Advice and Data Protection Complaints Service (PADPCS) department

This information can be found on our disclosure log here:

<https://ico.org.uk/about-the-ico/our-information/disclosure-log/ic-203074-k3y8/>

2. A copy of the document 'Business process – ICE 360 - complaint handling procedure' that explains how case handlers are to use ICE 360, the ICO's case management tool.
3. A copy of the latest set of resources being used by the PADPCS 'training school', excluding the Sharepoint videos. For example, this might include presentation slides, checklists, written guidance.

All of the resources used by the training school are attached.

We have redacted some staff photographs and internal email addresses from the document titled 'New Starter Training Pack' because we do not consider them to be in scope of the request.

4. A list of the titles of Sharepoint videos associated with the PADPCS 'training school'

There is no information held as we do not use videos in the training school.

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 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



Information Access Team
Risk and Governance Department, Corporate Strategy and
Planning Service
Information Commissioner's Office, Wycliffe House, Water
Lane, Wilmslow, Cheshire SK9 5AF
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