

By email

26 July 2023

Case reference: IC-243599-V3K6

We are now in a position to respond to your information request.

Request

In your email you asked the following:

"Do the ICO have a policy in which they can limit the complaints that members of the public can make to them? So if an individual is repeatedly complaining about the same data controller about matters which are not breaches is there a policy or procedure the ICO will follow so as to limit that individuals ability to complain?"

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

Our response

Please find below online links to documents on our website that contain information within scope of your request. This is our 'FOI/EIR casework service guide' in which we describe how we handle complaints brought to us under FOIA and the Environmental Information Regulations (EIR) 2004, and our 'Unreasonably persistent and unacceptable behaviour policy'.

[FOI/EIR casework service guide](#)

[Unreasonably persistent and unacceptable behaviour policy](#)

As a regulator, we have a duty to manage our finite resources in a cost effective way. This means there may be instances where we have to appropriately manage the demands placed upon us by a complainant. This is not based on a set number of complaints and is looked at on a case by case basis. Our

'Unreasonably persistent and unacceptable behaviour policy' details the steps we may take to manage customer contact with us in certain circumstances.

Under section 50(2)(c) of the FOIA, the Commissioner has the power not to make a decision and therefore not issue a Decision Notice in relation to an FOIA complaint, if it appears to him that "the application is frivolous or vexatious". Please refer to the relevant section on page 10 of our FOIA/EIR casework service guide. We have also included the internal version of this procedure that is available to our staff.

The published information within scope of your request is technically withheld under section 21 of the FOIA, which explains that we are not required to provide information in response to a request if it is already reasonably accessible to you from another source.

This concludes our response to your request. We hope you found this information helpful.

Next steps

You can ask us to review of 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 [here](#).

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 set out your rights. Our retention schedule can be found [here](#).

Yours sincerely