

24 August 2023

ICO Case Reference IC-252486-N9X9

Request for information

Request received 16 August 2023:

"When did the ICO reduce the time limit for the submission of complaints to the ICO regarding a public authority's handling of information requests under the Freedom of Information Act or Environmental Information Regulations? Please be as specific as possible i.e. please supply the month and year.

I note that the time limit for bringing complaints to the ICO is now six weeks. What was the time limit prior to the time limit of six weeks?"

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.

The change referred to was made in April 2023, reducing the time limit to six weeks from the previous limit of three months.

You can read more about our changes of approach to FOI/EIR casework, including the change to the time limit for complaints, in the following:

Consultation documents:

[prioritising-access-to-information-complaints-a-consultation.pdf \(ico.org.uk\)](#)

[Responses to the consultation on a prioritisation framework for handling FOI/EIR complaints | ICO](#)

Press releases:

[ICO to prioritise Freedom of Information complaints with significant public interest | ICO](#)

[Blog: Director's Update – celebrating success and challenging ourselves for the future | ICO](#)

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 accessicoinformation@ico.org.uk, or the postal address below.

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
Strategic Planning and Transformation

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
T. 0303 123 1113 F. 01625 524510 ico.org.uk twitter.com/iconews

For information about what we do with personal data see our [privacy notice](#)