

16 August 2023

ICO Case Reference IC-251079-S6R3

Request for information

Request received 12 August 2023:

"I am writing to make a FOI request of details of complaints about FOI/EIR submitted by What Do They Know (WDTK) users during the period 1 April 2022 to 31 March 2023. Specifically, I would like the following information for each complaint:

- 1) Name of requester (this is published on WDTK so shouldn't be exempt under GDPR).*
- 2) Name of public authority.*
- 3) Date of complaint*
- 4) Your case reference*
- 5) Subject of FOI/EIR in so far as it recorded by ICO.*
- 6) Whether you accepted there was a valid complaint.*
- 7) Where relevant, the decision notice number and it's date.*

Please use the date of complaint as the time point to base your searches on."

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 not hold information in scope of your request. The ICO does not accept FOI complaints via WDTK. Neither do we ask or record if people who contact the ICO with FOI complaints are also WDTK users.

This concludes our response to your request.

Further information

If you are interested in the FOI complaint casework of the ICO you can view our casework data sets and reports at [Complaints under s50 of the Freedom of Information Act 2000](#). We also publish further information and statistics in our [Annual reports](#). You can also read about [FOI enforcement notices, information notices and practice recommendations](#) on our website.

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

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