

31 August 2023

IC-247408-L2F1

Request

We received your request on 25 July. You asked for the following information:

"Please provide all recorded information you hold which confirms the date(s) on which the public version of the ico.org.uk website was updated, in relation to your handling of complaints following internal review.

This should include evidence of internal communications confirming any change(s) to existing protocols, and dated screenshots of any amendments to these related web pages.

Please provide this recorded information for all such changes from 1 January 2023 to date."

On 2 August we requested clarification of the scope of your request, and on 8 August you provided the following clarification:

1. *"Please provide all recorded information you hold which confirms the date(s) on which the public version of the ico.org.uk website was updated, in relation to your handling of complaints following internal review".*

There is a section on the ico.org.uk website, specifically titled 'Make a complaint'. This page contains links to the following:

'Nuisance calls and messages'
'Data protection complaints'
'FOI and EIR complaints'
'Domestic CCTV complaints'
'Cookies'
'EU-U.S. Privacy Shield'

'Complaints and compliments about us'

When clicking on any of these linked subjects above, further links are then displayed which take the user to separate pages (and information) on that subject. My request asked for the recorded information you hold which confirms the date(s) on which the public version (and not a test, or other version) of any of these pages on the ico.org.uk website was updated, in relation to your handling of complaints following internal review. Therefore, please provide that recorded information for any of the above links with the word 'complaints' in the title, which should include all pages which are accessed via, and sit beneath, those links.

2. "This should include evidence of internal communications confirming any change(s) to existing protocols, and dated screenshots of any amendments to these related web pages".

You have asked me to provide more information about which protocols I am referring to - the Information Commissioner's Office is the regulator for (amongst others) legislation such as the Data Protection Act, Freedom of Information Act, Environmental Information Regulations, General Data Protection Regulation, Privacy and Electronic Communications Regulations, Investigatory Powers Act etc., and has clearly established protocols in place which govern the processes relating to complaints made under any of these legislative grounds. These could relate to the form, or nature of any complaint, the steps which might need to be taken when considering such a complaint, the time frames which might apply when submitting a complaint, the rules which would apply to the time available for a response, and so on.

Those established processes, which I have described as 'existing protocols' are all detailed and laid out on those pages which can be accessed by clicking on any one of the links which contain the word 'complaints' in the above list. My request is therefore asking for the recorded information you hold which shows evidence of the internal communications confirming any change(s) to those existing protocols, and dated screenshots of any amendments to these particular (related) web pages."

Your request has been handled under the Freedom of Information Act 2000 (the FOIA). As you are probably 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 any information within the scope of your request. The pages of our website which you have requested have not been substantively updated during the highlighted period. There have been no changes made to any protocols or processes relating to the content of those pages or the handling of complaints during this period. The only updates which have been made to these pages during this period are administrative updates, such as updating web links.

This concludes our response.

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
Corporate Planning, Risk and Governance Directorate
Information Commissioner's Office, Wycliffe House, Water
Lane, Wilmslow, Cheshire SK9 5AF
ico.org.uk twitter.com/iconews
Please consider the environment before printing this email
**For information about what we do with personal data
see our [privacy notice](#)**