

From: Laura Tomkinson
Sent: 14 December 2022 10:09
To: Catherine EvansOBrien; Mike Lea-O'Mahoney; [REDACTED]
Subject: RE: Views on - line in undue delay in guidance (Refusing a request: writing a refusal notice)

That works for me 😊

Laura Tomkinson
Group Manager – FOI Casework

Monday to Thursday



From: Catherine EvansOBrien <Catherine.EvansOBrien@ico.org.uk>
Sent: 14 December 2022 09:58
To: Mike LeaOMahoney <Michael.LeaOMahoney@ico.org.uk>; [REDACTED]; Laura Tomkinson <Laura.Tomkinson@ico.org.uk>
Subject: RE: Views on - line in undue delay in guidance (Refusing a request: writing a refusal notice)

Thanks Mike / Laura, I've rowed right back and just stated we wont normally accept complaints if there has been undue delay. You're right Laura to suggest this approach because now it doesn't need amending following any decisions made after the consultation...

"It is also worth making the requester aware that the Commissioner will not normally accept complaints before they have exhausted the internal review procedure, or if there has been an undue delay in submitting the complaint."

From: Mike LeaOMahoney <Michael.LeaOMahoney@ico.org.uk>
Sent: 14 December 2022 09:47
To: Catherine EvansOBrien <Catherine.EvansOBrien@ico.org.uk>; [REDACTED]
Subject: RE: Views on - line in undue delay in guidance (Refusing a request: writing a refusal notice)

Hi Cat,

Conclusion of the internal review is more definitive as "last meaningful contact" is very vague. We have had complainants come to us 6 months after a review but because they kept emailing/arguing with a PA after the IR they claim that is "last meaningful contact".

We are more pragmatic with non-responses, so even if the request was a yr ago but we can see they have chased, we will progress the complaint. But we are much

stricter on 3 months after IR as they have been told to come to the ICO so no reason to delay.

Personally I would go 28 days for undue delay to match the FTT appeals...6 weeks still seems very generous to me, but that's another tangent.



Michael Lea-O'Mahoney

Team Manager – FOI Casework

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire

T. 0330 313 1641 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 policy](#)

From: Catherine EvansOBrien <Catherine.EvansOBrien@ico.org.uk>

Sent: 14 December 2022 09:42

To: [REDACTED]

Subject: Views on - line in undue delay in guidance (Refusing a request: writing a refusal notice)

Hi everyone,

I am signing off our guidance on "Refusing a request: writing a refusal notice (section 17)" which contains this paragraph:

"It is also worth making the requester aware that the Commissioner will not normally accept complaints before they have exhausted the internal review procedure, or if there has been a delay of **more than three months** between the **conclusion of the internal review** and the complaint being submitted."

This will have to be amended when we change our TOM following the consultation but I wondered if **this** is accurate currently, or whether we need to say "**between the last meaningful contact with the public authority**".

Thanks for any views you have!

Cat



Catherine Evans O'Brien
Freedom of Information Policy Manager

(Monday to Thursday)

Information Commissioner's Office, Wycliffe House, Water Lane,
Wilmslow, Cheshire SK9 5AF

T. 0330 313 1845
ico.org.uk twitter.com/iconews

**For information about what we do with personal data see
our privacy notice**

Please consider the environment before printing this email

From: Laura Tomkinson
Sent: 28 March 2023 11:39
To: [REDACTED]
Cc: Natasha Andrews; Owen Prendeville; Clare Nicholson; Sian Williams; Ruth Waterston; Kevin Schofield; Warren Seddon
Subject: FOI prioritisation announcement

Hi all,

Just wanted to let you know that the Prioritisation press release and consultation feedback document is now live on the website as well as a blog from Warren on our successes and next challenges, and the most recent practice recommendation:

- [Blog: Director's Update – celebrating success and challenging ourselves for the future | ICO](#)
- [ICO to prioritise Freedom of Information complaints with significant public interest | ICO](#)
- [Responses to the consultation on a prioritisation framework for handling FOI/EIR complaints | ICO](#)
- [FOI enforcement notices, information notices and practice recommendations | ICO](#)

A big thank you from me to everyone who has helped pull all this work together!

Laura

Laura Tomkinson
Group Manager – FOI Casework

Monday to Thursday



From: Lucy Milburn <Lucy.Milburn@ico.org.uk>
Sent: 28 March 2023 11:30
To: Debora Biasutti <Debora.Biasutti@ico.org.uk>; Warren Seddon <Warren.Seddon@ico.org.uk>; Laura Tomkinson <Laura.Tomkinson@ico.org.uk>; Phillip Angell <Phillip.Angell@ico.org.uk>; Alexander Ganotis <Alexander.Ganotis@ico.org.uk>
Cc: Kevin Schofield <Kevin.Schofield@ico.org.uk>; Ruth Waterston <Ruth.Waterston@ico.org.uk>; Steven Edwards <Steven.Edwards@ico.org.uk>
Subject: RE: Final documents - FOI prioritisation announcement



Lucy Milburn

Lead Communications Officer

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6641 F. 01625 524510 ico.org.uk twitter.com/iconews

Please consider the environment before printing this email

If you wish to submit an information request or want to exercise any of your data protection rights, please forward your email to the Information Access Team at accessicoinformation@ico.org.uk, or you can call us to make a verbal request relating to your personal data on our Helpline 0303 123 1113.

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

From: Debora Biasutti <Debora.Biasutti@ico.org.uk>

Sent: 27 March 2023 09:52

To: Warren Seddon <Warren.Seddon@ico.org.uk>; Lucy Milburn <Lucy.Milburn@ico.org.uk>; Laura Tomkinson <Laura.Tomkinson@ico.org.uk>; Phillip Angell <Phillip.Angell@ico.org.uk>; Alexander Ganotis <Alexander.Ganotis@ico.org.uk>

Cc: Kevin Schofield <Kevin.Schofield@ico.org.uk>; Ruth Waterston <Ruth.Waterston@ico.org.uk>; Steven Edwards <Steven.Edwards@ico.org.uk>

Subject: Final documents - FOI prioritisation announcement

Hi all

Please find attached the final documents to be published tomorrow, following feedback from John Edwards last Friday.

@Lucy – the Teams folder is up to date, so please go ahead and liaise with the web and social team to get everything ready for publication tomorrow.

Thanks



Debora Biasutti

Communications Business Partner

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 313 1847 Press office. 0303 123 9070 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](#)

From: Laura Tomkinson
Sent: 03 April 2023 16:20
To: Aroosa Khan
Subject: RE: IC-223954-P6T3

Thanks for the heads up, Aroosa. Seems a sensible approach in the circumstances.

Cheers

Laura

Laura Tomkinson
Group Manager – FOI Casework

Monday to Thursday



From: Aroosa Khan <Aroosa.Khan@ico.org.uk>
Sent: 30 March 2023 17:12
To: Laura Tomkinson <Laura.Tomkinson@ico.org.uk>
Subject: IC-223954-P6T3

Hi Laura,

Just wanted to give you a heads up on a case that I accepted today about the MOJ. Technically, there has been an undue delay, however because of the complainant's circumstances stated in their complaint form, Mike and I thought it would be best to wave it through.

| |
|--|
| I disagree with the public body's refusal to provide the information I requested |
| [REDACTED] |
| - |
| - |

I know the MOJ don't like older cases but hopefully they won't mind this exceptional circumstance.

Thanks

Aroosa Khan

Case Officer – FOI Casework

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 313 1732 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](#)

From: Laura Tomkinson
Sent: 18 April 2023 11:39
To: Patrick Mitchell
Subject: RE: Undue Delay - 3 Months

Thanks Pat – I just spotted those too. I’m going to raise it with the managers this week and take a decision on whether to withdraw the service guide in readiness for replacing it with the new hub guide.

I’d be happy for you to continue doing that and just keep us informed if you do get any significant pushback.

In the mean time we’ll remove references to 3 months from the website!

Cheers

Laura

Laura Tomkinson
Group Manager – FOI Casework

Monday to Thursday



From: Patrick.Mitchell <Patrick.Mitchell@ico.org.uk>
Sent: 18 April 2023 11:29
To: Laura.Tomkinson <Laura.Tomkinson@ico.org.uk>
Subject: Undue Delay - 3 Months

Hi Laura,

Just on the back of the discussion about the undue delay, the service guide on the website still says 3 months – point 2.21 on pg 9 & pg 51. Guess that’s to do with the review being back in October before the changes to 6 weeks were made. [FOIA EIR Casework Service Guide \(ico.org.uk\)](https://ico.org.uk/foia-eir/casework-service-guide)

Like I mentioned, I batted out a couple for undue delay for a [REDACTED] who brings a good number of early complaints to us, and he was fine with it being 6 weeks.

Cheers,
Pat



Patrick Mitchell

Case Officer – FOI Complaints

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire

T. 0330 4141637 F. 01625 524510 ico.org.uk twitter.com/iconews

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

Please consider the environment before printing this email

From: Laura Tomkinson
Sent: 24 April 2023 09:03
To: Alexander Ganotis
Subject: RE: Customer journey changes

Perfect 😊

Laura Tomkinson
Group Manager – FOI Casework

Monday to Thursday



From: Alexander.Ganotis <Alexander.Ganotis@ico.org.uk>
Sent: 21 April 2023 16:07
To: Laura.Tomkinson <Laura.Tomkinson@ico.org.uk>
Subject: RE: Customer journey changes

Yes, thanks, I think that would work well (but I'll suggest adding **that**). I'll copy you and Phil in.



Alexander Ganotis
Group Manager – FOI Casework

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow,
Cheshire SK9 5AF

T. 0330 414 6316 F. 01625 524510 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](#)

From: Laura.Tomkinson <Laura.Tomkinson@ico.org.uk>
Sent: 20 April 2023 08:26
To: Alexander.Ganotis <Alexander.Ganotis@ico.org.uk>
Subject: RE: Customer journey changes

If you could that would be great, thanks.

I took his comment on Tuesday to mean **that's** what he wanted. This is what is currently says about procurement:

- [Procurement and contract management](#) - this is the current policy, and any confirmed changes will be updated on the link

So we could do something similar.

FOI / EIR casework service guide – this service guide is currently being redeveloped and **the revised version** will be published when it is complete.

What do you reckon?

Laura Tomkinson
Group Manager – FOI Casework

Monday to Thursday



From: Alexander.Ganotis <Alexander.Ganotis@ico.org.uk>

Sent: 19 April 2023 17:58

To: Laura.Tomkinson <Laura.Tomkinson@ico.org.uk>

Subject: RE: Customer journey changes

Thanks for this. Were you intending to email website updates to ask for that reference (as well as those 2 points on the service standards page) to be amended and the service guide link removed, or shall I? I'm happy to do so if you prefer.

On the service guide link, did Warren say he'd prefer for it to be **replaced with a statement** basically saying that a new version is being developed and will be uploaded once complete?



Alexander Ganotis
Group Manager – FOI Casework

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6316 F. 01625 524510 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](#)

From: Laura.Tomkinson <Laura.Tomkinson@ico.org.uk>

Sent: 18 April 2023 11:35

To: Alexander.Ganotis <Alexander.Ganotis@ico.org.uk>

Subject: RE: Customer journey changes

This is the page I found the ref to 3 months on [FOI and EIR complaints | ICO](#)

1. Where is the public authority you're complaining about located?

England

2. Is your complaint about a specific request you have sent to a public authority?

Yes – this is about a specific request for information

3. What is your complaint?

The public authority hasn't responded to my request

4. How long have you waited for a response?

More than 20 working days

5. Have you contacted the organisation again, asking for a response?

Yes

Complain to the ICO

If you've had no response to your request after 20 working days and you have chased the public authority for a response - you can complain to us.

The law says public authorities should respond to within this time frame, even if they are refusing or partially refusing to provide the information requested.

When we receive complaints about public authorities that took too long to respond, we're likely to uphold your complaint and request the public authority take action to comply with the law.

We will record the outcome of your complaint to inform our work.

You will need to provide a copy or evidence of your request for information when you make a complaint.

You should complain to us **within three months** of your last meaningful contact with the public authority. We may not accept older cases.

[Make a complaint →](#)

Looks like we can just submit a web updates form, but could be worth a trawl to check if there are others. I've already spotted it still says 3 months on the service standards. And also has our 80% KPI [Our service standards | ICO](#). The service guide is still online and has the 3 month undue delay. I'm not sure if the new version is ready to publish, I'd like to wait until at least after our mid term review in May so that we can be sure on what we're keeping and whether any further step changes are needed. I'll mention it at our catch up today. Maybe we need to add a cautionary note to it or take it down completely for now?

Cheers

Laura

Laura Tomkinson
Group Manager – FOI Casework

Monday to Thursday



From: Laura Tomkinson
Sent: 05 April 2023 09:45
To: Alexander Ganotis <Alexander.Ganotis@ico.org.uk>
Subject: RE: Customer journey changes

Magic, thanks!

Laura Tomkinson
Group Manager – FOI Casework

Monday to Thursday



From: Alexander Ganotis <Alexander.Ganotis@ico.org.uk>
Sent: 04 April 2023 17:34
To: Hannah Smith <Hannah.Smith@ico.org.uk>
Cc: Laura Tomkinson <Laura.Tomkinson@ico.org.uk>
Subject: RE: Customer journey changes

Ah, great, thanks.



Alexander Ganotis
Group Manager – FOI Casework

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow,
Cheshire SK9 5AF

T. 0330 414 6316 F. 01625 524510 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](#)

From: Hannah Smith <Hannah.Smith@ico.org.uk>
Sent: 04 April 2023 17:21
To: Alexander Ganotis <Alexander.Ganotis@ico.org.uk>
Subject: RE: Customer journey changes

Hi Alex,

Happy to complete this.

With these smaller requests – they can be sent straight website updates if you have approved them

H

From: Alexander Ganotis <Alexander.Ganotis@ico.org.uk>

Sent: 04 April 2023 16:40

To: Hannah Smith <Hannah.Smith@ico.org.uk>

Subject: FW: Customer journey changes

Hannah

Thanks, I'll get back to you asap on the case ref field, but in the meantime we have a more straightforward request for you – see Laura's email below.

Thanks,
Alex



Alexander Ganotis
Group Manager – FOI Casework

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6316 F. 01625 524510 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](#)

From: Laura Tomkinson <Laura.Tomkinson@ico.org.uk>

Sent: 04 April 2023 16:13

To: Alexander Ganotis <Alexander.Ganotis@ico.org.uk>; Phillip Angell <Phillip.Angell@ico.org.uk>; Catherine Cawthorne <Catherine.Cawthorne@ico.org.uk>

Subject: RE: Customer journey changes

On a related note, Alex, can you ask Hannah to update this page [What to expect from the ICO when making an FOI or EIR complaint | ICO](#) to change the undue delay from 3 months to 6 weeks?

You should complain to us within three months of the public authority's response or your last contact with them.

Thanks!

Laura

Laura Tomkinson
Group Manager – FOI Casework

Monday to Thursday

From: Alexander Ganotis
Sent: 17 May 2023 12:20
To: Andy Thomas; Mike Lea-O'Mahoney; Deborah Clark; Catherine Cawthorne
Cc: Claire Harris
Subject: RE: FOI comms - complaint portal

Andy

Thanks – yes, that sounds a good way forward in respect of the newsletter approach.

Let's discuss further the outreach point, as I know there's a wider issue of how our Directorate reaches public authorities with messaging – particularly the smaller ones, and I know that [@Deborah.Clark](#) (manager of the FOI Upstream team) has had some initial conversations with comms on that.

Re updates to the online form, we just need to ensure that there are no longer any rogue references to 3 months as being the undue delay timescale for bringing a complaint to us; since 1 April we have moved to 6 weeks.

[@Catherine.Cawthorne](#) – has Anjum flagged with you the 3 month reference on the portal he mentioned yesterday? The references I've been able to spot all now seem fine. Also, do you and/or [@Mike Lea-O'Mahoney](#) want to work with us on this, given that the main purpose of this activity is to reduce workload etc at the receiveds stage?

If we're doing this as an article for the newsletter, I'm wondering if there's also scope to flag our guidance on responding to requests and IRs, as we obviously want to minimise the number of complaints to us in the first place where this can be addressed through improved public authority responses to requestors. Or would that risk diluting the messaging on the portal?

The messaging should include something on why it's in PA and requestors' interests to use the portal – eg it's better at ensuring a valid complaint – with the required supporting material - is submitted in the first place, which will enable us to then investigate the case without unnecessary delay etc.

However, I think we also need to be careful on the equalities point, given that not everyone can engage online – ie making clear to PAs that although we encourage use of the portal and wish for that to be flagged in responses to requestors, requestors should also be aware that there are other avenues to complain to us.

Alex



Alexander Ganotis
Group Manager – FOI Casework

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow,
Cheshire SK9 5AF
T. 0330 414 6316 F. 01625 524510 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](#)

From: Andy.Thomas <Andy.Thomas@ico.org.uk>
Sent: 17 May 2023 10:59
To: Alexander.Ganotis <Alexander.Ganotis@ico.org.uk>
Cc: Claire.Harris <Claire.Harris@ico.org.uk>
Subject: FOI comms - complaint portal

Hi Alex,

I wanted to get back to you on the comms activity for the complaint portal that we discussed previously.

We've considered a press release and social media posts but we think these are too broad for what is a very specific objective and they may not reach the required audience.

In order to make a meaningful impact we think an item in the ICO's newsletter combined with direct outreach to some key organisations are the best ways to reach the right people. For example, if DPOs at combined authorities were contacted, they could cascade the request to their local councils for us – enabling us to reach some of the largest local authorities in less time. We don't have the necessary contacts for this activity and resource would need to sit elsewhere but we can support with messaging if this progresses.

You mentioned the other week that there were some updates to the online form that were needed before comms starts – have these now been completed?

Let me know your thoughts on this and I can start planning the newsletter piece in the first instance.

Regards,
Andy



Andy Thomas
Senior Communications Officer

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow,
Cheshire SK9 5AF
T. 0330 414 6044 F. 01625 524510 ico.org.uk twitter.com/iconews
Please consider the environment before printing this email

If you wish to submit an information request or want to exercise any of your data protection rights, please forward your email to the Information Access Team at accessicoinformation@ico.org.uk, or you can call us to make a verbal request relating to your personal data on our Helpline 0303 123 1113.

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

From: Laura Tomkinson
Sent: 18 May 2023 17:53
To: Patrick Mitchell
Subject: RE: IC-230021-K5Z6 - Undue Delay

Hi Pat

I think we should let this one through – thank you for flagging.

I knew the website was still saying 6 weeks so will chase for an update to it.

Hope you have a good weekend when it comes 😊

Cheers

Laura

Laura Tomkinson
Group Manager – FOI Casework

Monday to Thursday



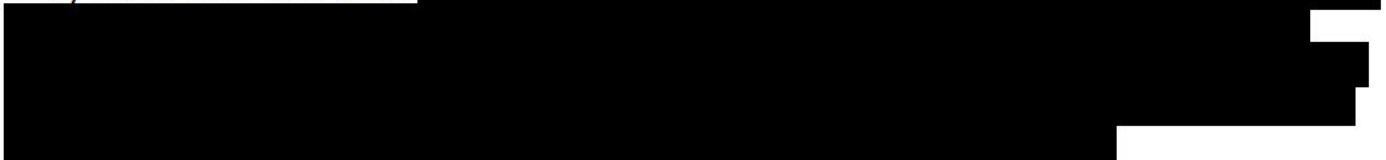
From: Patrick.Mitchell <Patrick.Mitchell@ico.org.uk>
Sent: 12 May 2023 13:39
To: Laura.Tomkinson <Laura.Tomkinson@ico.org.uk>
Subject: IC-230021-K5Z6 - Undue Delay

Hi Laura,

Hope you're well.

I worked the above case today regarding the Home Office. Internal Review was completed on 19 January and the complainant contacted us on 26 April. Used the new 6 week undue delay and the complainant has come back to show that on the website it currently says 3 months still – something you might be aware of but just thought I'd raise it in case: [FOI and EIR complaints | ICO](#).

They have also said this:



[REDACTED]

Shall we be lenient given his circumstances and take the case forward, or dismiss it given that it is not only over the 6 weeks delay but also over the 3-month delay. Might also be something to relay to DP that we are moving towards 6 weeks if it hasn't already been done so.

For reference, it's not a well known complainant and they only have 2 cases with us. Attached is the IR with the request.

Thanks,
Pat



Patrick Mitchell

Case Officer – FOI Complaints

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire

T. 0330 4141637 F. 01625 524510 ico.org.uk twitter.com/iconews

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

Please consider the environment before printing this email

From: Alexander Ganotis
Sent: 26 May 2023 14:23
To: Faye Bower; Laura Tomkinson
Cc: Mike Lea-O'Mahoney; Catherine Cawthorne
Subject: RE: Undue Delay

Faye

Thanks, that's helpful to be aware of. I don't think that would apply to FOI, but I'm copying in [@Laura.Tomkinson](#) as I think it's worth us being aware of the DP approach as part of our ongoing review of our departmental TOM (specifically, how our approach to undue delay is playing out in practice).

Alex



Alexander Ganotis
Group Manager – FOI Casework

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6316 F. 01625 524510 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](#)

From: Faye.Bower <Faye.Bower@ico.org.uk>
Sent: Friday, May 26, 2023 1:08 PM
To: Alexander.Ganotis <Alexander.Ganotis@ico.org.uk>
Cc: Mike Lea-O'Mahoney <Michael.LeaOMahoney@ico.org.uk>; Catherine.Cawthorne <Catherine.Cawthorne@ico.org.uk>
Subject: RE: Undue Delay

Me again, I've just shared this info with the teams and had a look back through some emails to help clarify the difference in approach for DP and FOI. I realised that in my email before I said that we'd 'removed reference to three months' but that wasn't quite right and so wanted to drop you a line.

[REDACTED]

I know the legislation is different and sure that this will all have been worked through as part of the transformation programme but thought I'd mention.

Thanks

Faye



Faye Bower (she/her)
Head of Public Advice Services

Information Commissioner's Office, Wycliffe House, Water Lane,
Wilmslow, Cheshire SK9 5AF

T. 0330 414 6896 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](#)

From: Faye.Bower

Sent: Friday, May 26, 2023 12:20 PM

To: Alexander.Ganotis <Alexander.Ganotis@ico.org.uk>

Cc: Mike Lea-O'Mahoney <Michael.LeaOMahoney@ico.org.uk>; Catherine.Cawthorne

<Catherine.Cawthorne@ico.org.uk>

Subject: RE: Undue Delay

Thanks Alex, leave it with me and I'll pass this on to the team.

Have a good long weekend when it arrives.

Faye



Faye Bower (she/her)
Head of Public Advice Services

Information Commissioner's Office, Wycliffe House, Water Lane,
Wilmslow, Cheshire SK9 5AF

T. 0330 414 6896 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](#)

From: Alexander.Ganotis <Alexander.Ganotis@ico.org.uk>

Sent: Friday, May 26, 2023 12:17 PM

To: Faye.Bower <Faye.Bower@ico.org.uk>

Cc: Mike Lea-O'Mahoney <Michael.LeaOMahoney@ico.org.uk>; Catherine.Cawthorne

<Catherine.Cawthorne@ico.org.uk>

Subject: RE: Undue Delay

Yes, **spot on**, thanks!

I think the main references can be found here:

- Service standards [page](#).
- By going through the [portal](#) (it will appear as advice where this is relevant to the answers given).

Just in case it's referenced by anyone, the service guide needs updating but we've added a [note](#) alongside it to clarify that.

Alex



Alexander Ganotis
Group Manager – FOI Casework

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow,
Cheshire SK9 5AF

T. 0330 414 6316 F. 01625 524510 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](#)

From: Faye.Bower <Faye.Bower@ico.org.uk>

Sent: 26 May 2023 11:59

To: Alexander.Ganotis <Alexander.Ganotis@ico.org.uk>

Cc: Mike Lea-O'Mahoney <Michael.LeaOMahoney@ico.org.uk>; Catherine.Cawthorne <Catherine.Cawthorne@ico.org.uk>

Subject: RE: Undue Delay

Hi Alex

Nice to hear from you, I hope you're well. Thank you for letting me know about this, I'll pass it on to the team and asked that something is added to our live services bulletin too. Just before I do, can I double check if this means it's **six weeks to bring a case to us from the last meaningful interaction with the PA?** If there's a link to the relevant page on the website that would be really useful. The reason I'm asking is that we've had to remove reference to three months to bring a DP case to us and so can imagine that this could cause some confusion so just want to make sure that I pass on the right info!

Thanks

Faye



Faye Bower (she/her)
Head of Public Advice Services

Information Commissioner's Office, Wycliffe House, Water Lane,
Wilmslow, Cheshire SK9 5AF

T. 0330 414 6896 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](#)

From: Alexander.Ganotis <Alexander.Ganotis@ico.org.uk>

Sent: Friday, May 26, 2023 10:35 AM

To: Faye.Bower <Faye.Bower@ico.org.uk>

Cc: Mike Lea-O'Mahoney <Michael.LeaOMahoney@ico.org.uk>; Catherine.Cawthorne

<Catherine.Cawthorne@ico.org.uk>

Subject: FW: Undue Delay

Faye

At the beginning of April we amended our undue delay time limit for accepting FOI cases from 3 months to 6 weeks. We've (hopefully) amended all relevant such references on the website, but I think from the below that we have forgotten to inform advice services about that, so huge apologies!

Would you mind passing this on to whoever in Advice Services is responsible for your LTTs / briefing helpline staff on such things so they can pass on the message / make any tweaks to your internal resources? If they'd like to discuss any of it, though, just ask them to get in touch with me.

Thanks,
Alex



Alexander Ganotis
Group Manager – FOI Casework

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6316 F. 01625 524510 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](#)

From: Mike Lea-O'Mahoney <Michael.LeaOMahoney@ico.org.uk>

Sent: 26 May 2023 08:22

To: Anjum.Iqbal <Anjum.Iqbal@ico.org.uk>

Cc: Catherine.Cawthorne <Catherine.Cawthorne@ico.org.uk>; Alexander.Ganotis <Alexander.Ganotis@ico.org.uk>

Subject: RE: Undue Delay

Morning Anjum,

We definitely need those on the helpline to be up to speed.

Alex do we have a contact in comms/helpline we can brief re: undue delay 6 weeks?

I'm away next week, but Catherine could raise this in more detail on a 2pm.

Cheers
Mike

From: Anjum.Iqbal <Anjum.Iqbal@ico.org.uk>

Sent: Friday, May 26, 2023 8:16 AM

To: Mike Lea-O'Mahoney <Michael.LeaOMahoney@ico.org.uk>

Subject: Undue Delay

Hi Mike,

Please see attached letter received from a complainant in response to my undue delay letter.

As you'll see the comp mentions he was advised by an advisor of the 3 month period in which to submit a complaint. This is something that needs addressing especially if colleagues on helpline are advising as such.

Also, the comp mentions or requests where it states 6 weeks on our website for submitting a complaint.

I will very grudgingly accept the comp's arguments and see whether the case can be accepted as eligible.

Thanks
Anjum



Anjum Iqbal
Case Officer – FOI Casework

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow,
Cheshire SK9 5AF

T. 0330 414 6239 F. 01625 524510 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](#)