

29 November 2023

IC-271164-B6W1

Request

1. I would like to read all the standard guidance given to caseworkers on handling complaints from the public.

Clarification

*From processing inward email - to the end of a case
Which should be readily on hand , as stepped guidance for caseworkers.*

Complainants own eferences

2. My understanding is that the Information Commissioner's Office only communicates by giving its case numbers in correspondence between parties - and will not reply using requesters given file references too.

Since, for clarity, it is normal business practice to do so, I would assume - especially when asked for assistance, the Information Commissioner's Office would do so too.

Therefore I would like to read the rules and reasoning for this (probably on guidance files for caseworkers, but not necessarily) as to why the Information Commissioner's Office refuses to supply the two references, to enhance clear communication, when specifically asked to do so by complainants.

Your request, received on 19 November 2023, has been handled under the Freedom of Information Act 2000 (the FOIA).

Response

I can confirm that we hold some information in scope of your request.

1. I would like to read all the standard guidance given to caseworkers on handling complaints from the public.

Training materials and casework service guides for our Public Advice and Data Protection Complaints department have been disclosed under the FOIA previously and can be found on our disclosure log:

<https://ico.org.uk/about-the-ico/our-information/disclosure-log/ic-236327-c7q7/>

<https://ico.org.uk/about-the-ico/our-information/disclosure-log/ic-203074-k3y8/>

We have also published our [FOI and EIR casework service guide](#).

Because the information is already reasonably accessible to you it is withheld under section 21 of the FOIA.

Section 21 states that we don't need to provide you with a copy of information when you already have access to it.

- 2. I would like to read the rules and reasoning for [...] why the Information Commissioner's Office refuses to supply the two references, to enhance clear communication, when specifically asked to do so by complainants.*

Having performed reasonable searches I can confirm that we do not hold information in scope of this part of your request.

This concludes our response to your request.

Next steps

You can ask us to review 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](#) on our website.

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 sets out [your rights](#). Our [Retention and Disposal Policy](#) details how long we keep information.

Yours sincerely



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