

16 November 2023

IC-268558-J7H4

Request

You asked us:

Please, can you provide me with internal guidelines (compendiums, memorandums, dossiers, lines to take) that your caseworkers employ when:

Part A.- Evaluating whether to prioritize a request

Part B.- Dealing with Section 36 of the FOIA 2000

Part C.- Dealing with Section 41 of the FOIA 2000

Part D.- Dealing with Section 43 of the FOIA 2000

For the avoidance of doubt, this request does not ask for the guidance for organizations or complainants (I understand such information would fall within the scope of a s21 exception).

We received your request on 7 November 2023.

We have handled your request under the Freedom of Information Act 2000 (the FOIA).

Our response

Some of the information within scope of your request can be found here:

FOI/EIR training videos - [Freedom of Information Act \(FOIA\) and Environmental Information Regulations \(EIR\) | ICO](#)

FOI/EIR casework service guide - [FOIA EIR Casework Service Guide \(ico.org.uk\)](#)

ICO FOI prioritisation - [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 - [responses-to-the-consultation-on-a-prioritisation-framework.pdf \(ico.org.uk\)](#)

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

We do also hold some other information within scope of your request. Please find attached 4 lines to take and 2 casework advisory notes.

Please note, some of the information within these documents has been superseded by our published guidance.

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 [here](#).

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 set out your rights. Our retention schedule can be found [here](#).

Yours sincerely



Information Access Team
Strategic Planning and Transformation
Information Commissioner's Office, Wycliffe House, Water
Lane, Wilmslow, Cheshire SK9 5AF
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