

6 December 2023

IC-274051-T9S3

Request

You asked us:

"In the interests of regulatory transparency, can you please provide me with a copy of the ICO's Compliant Handling Procedures document/manual/guidance (as outlined in your response)."

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

Our response

We have searched our records based on the information you provided and can confirm that we hold information within the scope of your request.

[On our website](#) we publish a general outline of how data protection complaints are handled.

We have also previously disclosed all of the training materials used for new complaint case officers. This includes guidance on how to handle cases. This information can be found on the Disclosure Log below:

[IC-236327-C7Q7 | ICO](#)

[IC-203074-K3Y8 | ICO](#)

Because this material is already reasonably accessible to you, it is technically withheld under section 21 of the FOIA. This exempts information which is reasonably accessible to the applicant through means other than a request under the FOIA.

It is an absolute exemption, which means it is not necessary for us to consider any public interest test.

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 [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



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