

6 December 2023

IC-272509-C0C5

## Request

You asked us:

*"Please could you send me a copy of any internal guidance that case officers are supposed to follow when assessing "undue delay" and any exceptions to general rules?"*

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 do not hold any information within the scope of your request.

That is, we do not hold internal guidance for case officers on how to assess undue delay for complaints submitted to the ICO.

Case officers follow the guidance published [on our website](#), which states:

*"If you want to raise a complaint with us about a public authority's handling of your request for information, then we ask that you do so within six weeks of receiving your final response or last substantive contact with the public authority."*

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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