

Date: 16 November 2023

IC-265170-F5B2

Request

You asked us:

"FOI request part 1: Internal procedure for staff allocation in creating Service Reviews

I am seeking information regarding the internal procedures followed by the ICO when a complaint is made against any member of staff, specifically concerning the production of a Service Review. I would like to understand the criteria or guidelines that inform the selection of the staff member responsible for preparing this report. Additionally, I am interested in knowing whether the staff member who is the subject of the complaint has any influence or input in the selection process. Please note I am not referring to any information held in your publicly held complaints policy (below). It's the internal procedures surrounding the complaint that we wish to see.

<https://ico.org.uk/media/4018506/ico-service-complaints-policy.pdf>

FOI request part 2: Duties of the Information Commissioner

I kindly request that you provide details of the most up to date duties and responsibilities of the Information Commissioner."

We received your request on 10 October 2023. We have handled your request under the Freedom of Information Act 2000 (the FOIA).

Our response

In relation to the first part of your request, I can confirm that we do hold internal procedures for service reviews. You are of course aware of our publicly available [service complaints policy](#), as you linked to it in your request. I have approached

our public-facing casework teams to ask whether they hold any further information in scope of your request.

Our FOI complaints team advised that information about service complaints is held in their FOI/EIR service guide. This information is published on our website here: [FOIA EIR Casework Service Guide \(ico.org.uk\)](https://ico.org.uk/foia-eir-casework-service-guide). You can find the relevant information on pages 40-41, which, in summary, details that service reviews are assigned and considered by a manager.

Our Public Advice and Data Protection Complaints Team has advised that the information they hold is held in their 'ICE360 case handling procedure'. Most of this guidance is not in scope of the request because the scope of the document is, mostly, about the functionality of our case management system (called "ICE360"). The relevant part is as follows:

"Service Review

A service review is where an individual/organisation is unhappy with the service we have provided. Such as complaints about the timeframe of our response or a complaint about a phone call.

This is NOT to be used where it is a complaint about the handling of the case.

- *A service review can be added to a case at any point.*
- *A separate case is not set up for the service review. A new activity is created for your manager to complete. You will need to notify your manager that a service review has been requested by sending them details of the case from your Outlook.*
- *If the case is an open case, the manager will still send the response from your case. This will not affect your working on the case.*
- *The manager will complete the service review activity."*

Our FOI and Information Access Teams also have ICE360 case handling procedures. For our FOI team, the information in their case handling procedure is identical to the excerpt immediately above. However, the Information Access Team guidance is different and the following is the relevant excerpt:

"Service reviews

1. When a customer makes a service complaint we are able to add this to a case at any stage of its lifecycle. Go to the grey ribbon on the case and select **New**, then **Review** and select the option for **Service Review**.

2. This will open a new activity screen in which you can record the details for the service complaint. You should discuss this review with the relevant manager at this stage if you haven't already done so.

3. The review activity will sit on the case. You can view the reviews on a case at any time by navigating to the activities grid on the case, and selecting the tab for reviews. They will be listed in the grid.

4. Crucially however, once a user has set up a case for a service review it is important to note that, unlike a case review, the service complaint will not populate the reviewer's Inbox in ICE.





As a result, the user should notify the agreed handler of the service review via email once the acknowledgement has been issued, providing the **ICE reference number** and the **date by which we should aim to respond by**. Our [service standards](#) says complaints should be responded to within 30 calendar days of the complaint being raised with them.


5. The **reviewer** will then need to take the following steps to secure an aide memoire in ICE:

a. Go into the case and select **SEND EMAIL** from the grey banner, opting for whichever template is preferred.

b. Alter the subject line of the email before the care reference number to say the following:

Draft response to service complaint: IC-XXXXX-XXXX

From  **ICO Casework**
To  --
Cc  --
Subject **Draft response to service complaint : IC-39669-V9M4**
Display Name  --

Date Sent  --

c. Select SAVE & CLOSE from the grey banner. The draft will now list in the "My Draft's" section of your ICE dashboard. No deadline date is provided, so you may wish to add one to your Outlook calendar.

d. You can modify the draft email and issue as the response when the time comes to respond to the complaint.

*6. The relevant manager will be responsible for completing the service review activity once it has been dealt with (i.e. once the response has been sent to the customer). Open the service review activity, and select the **complete** button on the grey ribbon. The review will remain on the case but it will be marked as complete."*

The Information Access Team also proactively publishes its [information access manual](#). You can find some further relevant information about service reviews on page 108.

In relation to the second part of your request, I can confirm we hold information in scope of your request.

First, please find attached a copy of the job specification circulated during the campaign to appoint a new Commissioner. This document sets out the advertised duties and responsibilities of the Commissioner at the time of appointment.

Second, our [scheme of delegation](#) formally details the Commissioner's main delegations relating to his regulatory, financial and procurement functions.

In relation to my responses above, for any information we have already proactively published, this information is technically exempt from disclosure

under s.21 FOIA. However, I have provided a link to the information and I hope you find the information helpful. 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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