

5 January 2024

IC-277978-S1G1

Request

"I make FOI please, A Shade greener Group, ICO organisation ZA481034

Please advise, how many complaints in last 2 years, what outcome, what action, etc."

We received your request on 20 December 2023.

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

Our response

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

We hold six complaints about A Shade Greener Limited made in the last two years. Three of these cases are still open. Further detail about closed cases can be found in our [complaints datasets](#). At the bottom of the linked page you can find a document explaining the case outcome descriptions.

Because this information 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.

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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