

26 January 2024

IC-284016-W5V1

Request

You asked us:

"How long have you been subjecting clients to 1, 2 and 3 month delays before even contacting the subject of a complaint? How many clients have been affected by these delays?"

If you do not hold data re the above or if producing it falls outside the foia cost limits please let me have whatever management information you have about delay in making first contact including any internal communications regarding these delays."

We received your request on 4 January 2024.

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

Our response

We hold information that falls under the scope of your request. However, extracting the information would exceed the cost limit set out by section 12 of the Freedom of Information Act 2000 (FOIA).

The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 states that the 'appropriate limit' for the ICO is £450. We have determined that £450 would equate to 18 hours work.

The time it takes between a complaint being submitted to the ICO and the time it takes for the ICO to contact the complainant is not information we normally need for our purposes. Our case management system is unable to run a quick automated report on this type of information. To locate the information you have requested would require a manual search of thousands of complaints cases to determine the length of time between the complaint being submitted and the Case Officer contacting the complainant.

Assuming that a search of each complaint would take approximately one minute to complete, searching over 149,000 complaints for this information would clearly exceed the time limit. This which would accrue a charge of £450 or more, triggering the provisions of section 12 of the FOIA.

Advice and assistance

We are required to give you the opportunity to revise your request so that a response can be provided that falls within the cost limit. We have therefore not considered your alternative request for *'please let me have whatever management information you have about delay in making first contact including any internal communications regarding these delays.'* Please note that if you choose to submit a revised request for copy of this information, it would require a manual search of emails and systems including consultations with deferent departments. We would therefore need to consider if it is in the public interest for us to dedicate the resources necessary to carry out this kind of search, or whether it represents an unreasonable burden on us as a public authority.

We may be able to provide you with the amount of time it has taken between a complaint being received by the ICO, and the case being assigned to a Case Officer to deal with. We may be able to provide this information for a one year specified period. However, please note that the ICO publishes information about our performance on our website here: [Our performance | ICO](#). This includes information such as the percentage of cases that have been assessed within 90 days. We can advise that for the complaints that we receive, the ICO aims to resolve 90% of all complaints within six months of accepting the complaint.

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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