

30 January 2024

IC-281003-S8N5

Request

You asked us:

"Please provide information relating to your Assurance Review stage."

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

Our response

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

The Assurance Review stage is a stage in our complaining handling procedure. The guidance for the Assurance Review stage can be found on page 6 of our [Service Complaint Policy](#).

This policy can be found on the '[Our service standards](#)' page of our website.

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.

No information has been redacted or withheld from disclosure.

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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