

15 February 2024

IC-286833-N7M3

Request

In summary, you asked us:

"I absolutely agree with this and support the sending of the 10-day working letter as a means of resolving cases informally without a decision notice. However, my concern is around the increase in the average wait time for the ICO to send out a 10-day letter to a public authority from when the complainant contacts the ICO.

In the first half of 2023, I note the response time was most often within 3-4 days. Now, the response time is around 2+ weeks.

Please can you advise if you have any plans to improve the timeframe around this particular piece of work that the ICO carries out?

Secondly, I would like to understand what has driven the increase to the average wait time for the ICO to send out a 10-day letter to a public authority. For example, is it due to an increase in cases being brought to the ICO which require a 10-day letter to be sent out in comparison to this time last year?"

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 and can confirm that we do not hold information within the scope of your request.

That is, we do not currently hold any plans specifically relating to the timeframe of sending the 10-day working letter to public authorities.

We also do not hold information relating to the timeframe for sending this letter, any changes in the timeframe for sending this letter, or any information regarding possible causes for the changes.

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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