

11 April 2024

Case reference: IC-297527-X3M7

We are now in a position to respond to your information request of 31 March.

Request

"I have probable cause to believe that the project that intended to prioritise a number of FOI Complaints has been suspended (or paused) as a result of the high number of complaints your organisation is receiving. The e-mails of your organisation now indicate, explicitly, the use of the cab-rank rule.

Please, under the FOIA 2000:

- 1.- Confirm or deny the existence of memorandums (or equivalent term), and/or internal communications that would fall within the scope of the suspension of the prioritisation policy.*
- 2.- Provided documents in (1) exist, please furnish me with:*
 - 2.1.- Memorandums (or equivalent term) that deal with the suspension of this prioritisation policy.*
 - 2.2.- Internal communications between your Senior Management Team (or equivalent term) that fall within the scope of my ask.*

You can limit the search to electronic media."

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

Our response

We can confirm we do not hold information within scope of your request.

Advice and assistance

The [prioritisation framework for handling FOI/EIR complaints](#) continues to be applied and considered for all new complaints we receive. For cases not

prioritised, these are allocated to case officers based on the age of the case. The complaints team aim to allocate priority cases in four weeks and all other cases within three months.

This concludes our response to your request. We hope you found this information helpful.

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 sets out [your rights](#). Our [Retention and Disposal Policy](#) details how long we keep information.

Yours sincerely



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see our [privacy notice](#)**