

29 April 2024

ICO Case Reference IC-299479-Q3D3

Request for information

Request received 9 April 2024:

"Please send me an assistive tech accessible, word searchable PDF of your disability impact assessment for the processes you want me to comply with here."

We have understood the 'processes' to mean the process for submitting a data protection complaint to the ICO, including the steps we expect complainants to have taken with the organisation they are complaining about before we can consider a complaint.

Your request has been handled under the Freedom of Information Act 2000 (the FOIA). This legislation provides public access to recorded information held by a public authority unless an appropriate exemption applies.

Our response

We do not hold the requested information. The ICO has not completed a disability impact assessment for our data protection complaints procedure.

The ICO conducts Equality Impact Assessments for newer policies and procedures. Please see the [Equality Impact Assessments](#) area of our website.

You can also view other relevant policies, procedures and documents on our website. These include our [Reasonable Adjustment Policy](#), our [Service Standards](#) and [Service Charter](#), and the [ICO Accessibility Statement](#) which includes the [Accessibility Test Report](#) for the ICO website.

We have also detailed our [Equality, Diversity and Inclusion Objectives for 2023 to 2028](#) in the [Equality and Diversity](#) area of our website.

This concludes our response to your request.

Next steps

You can ask us to review our response. Please let us know in writing within 40 working days if you want us to carry out a review.

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 [raise a complaint](#) 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.

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

Information Access Team
Strategic Planning and Transformation

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Telephone: 0303 123 1113. Website: ico.org.uk

For information about what we do with personal data, please see our [privacy notice](#)