

3 June 2024

IC-309667-Q8G7

Request

On 28 May 2024 you asked us:

A complaint ON NON-RESPONSES and UNREADABLE responses from an organisation

The evidence in the complaint being :

Photostats

Emails

Copies of tweets

The Information Commissioner's Office demanded more evidence than than the aboveand so closed the case.

Please tell me the criteria of evidence that the Information Commissioner's Office requires, other than the above.

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

Response

We do not hold a definitive set of criteria as suggested by your request. This is because complaints are handled on a case by case basis and the evidence required may depend on the nature of the complaint and/or the circumstances.

When you submit a complaint to us, you will be advised to submit evidence, either when filling in [the relevant online complaint form](#) or by the complaint handler. This might typically include any relevant correspondence between you

and the complained about party, including any complaints or requests you have made to them, and any resulting outcomes or responses.

If you are unsure about what evidence you need to provide in relation to a specific complaint, we advise that you contact the request handler in the first instance.

If you are dissatisfied with the way a complaint you have made was handled by the ICO, then the best way to pursue this further is to follow the appropriate complaints process. Next steps are usually explained when the outcome of your complaint is communicated to you, however you can also find out more about making a complaint against the ICO here:

<https://ico.org.uk/make-a-complaint/complaints-and-compliments-about-us/complain-about-us/>

General details about the complaint handling process can be found on our website, for example, see our [policies and procedures page](#), and guidance about what to expect from the ICO when making a [data protection complaint](#), or an [FOI or EIR complaint](#). We also publish an [FOI casework guide](#).

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](#) on our website.

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



Information Access Team
Strategic Planning and Transformation
Information Commissioner's Office, Wycliffe House, Water
Lane, Wilmslow, Cheshire SK9 5AF
ico.org.uk twitter.com/iconews
Please consider the environment before printing this email
**For information about what we do with personal
data see our [privacy notice](#)**