

17 June 2024

Case reference: IC-309667-Q8G7

Review of response to information request

On 3 June you expressed dissatisfaction with the response provided to your information request of 28 May, under ICO case reference IC-309667-Q8G7.

Section 45 of the Freedom of Information Act 2000 (FOIA) requires the publication of a code of practice, designed to assist public authorities handle requests under the FOIA.

This guide recommends that public authorities put in place an internal review process for FOIA responses, which our guide suggests should be triggered whenever a requester expresses dissatisfaction with the outcome of a request they have made.

The purpose of an internal review is to look again at your request, at our response, and to check that any exemptions applied were appropriate. This internal review will not be addressing any of the others matters you have raised.

We have conducted an internal review of our response of 3 June to your information request. I am a Senior Information Access Officer in the Information Access Team and I can confirm that I have had no prior involvement in the handling of this request.

Request and response

On 28 May we received a request from you which sought the following information:

"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."

On 3 June we responded that we did not hold the information within scope of your request.

Review

I can confirm that I have reviewed the case and I am satisfied that the response was correct and your review is not upheld.

We consulted with the relevant teams to determine if we held information within scope of your request. The FOIA requires that we conduct reasonable searches for this purpose. You can find further guidance on this on our website [here](#).

The advice on our website about submitting a complaint to us as regulator includes the following information:

"If you complain to us, you'll need to provide the following information:

- *Copies of any letters or emails about your complaint, between you and the organisation (if you submit a screenshot of any emails, messages, letters etc. please include the date you received or sent them); and*
- *Any other evidence that supports your complaint."*

It may also help to explain that complaints are looked at on a case by case basis and case officers have discretion on the determinations they make, including whether the complainant has provided sufficient information for the complaint to proceed.

Complaint procedure

If you are dissatisfied with the outcome of this review you can make a formal complaint with the ICO in its capacity as the regulator of the FOIA. Please follow the link below to submit your complaint: <https://ico.org.uk/make-a-complaint/>

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,

Claire Elliott
Senior Information Access Officer



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