

8 July 2024

IC-314199-H2C8

Request

On 17 June 2024 you requested "a direct link to the specific document detailing the ICO's complaint handling procedures" and "particularly any updates or changes" made after a specific complaint, which we understand to be IC-281071-B4J5.

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

Response

Rather than a singular document we publish guidance about [our complaints processes here](#), including what happens when you make a [data protection complaint](#), or an [FOI or EIR complaint](#). We also publish an [FOI casework guide](#) and other details about casework handling (such as our [Code of Conduct](#)) can be found on our website, for example, see our [policies and procedures page](#).

We responded to a similar recent FOI request about this topic and you can find [our response here](#).

Technically any information published on our website is exempt from disclosure in accordance with Section 21 of the FOIA, on the basis that it is already accessible to you, however the above links have been provided for your convenience.

We do not hold any record of changes or updates made to our procedures in response to, or following the complaint case cited in your request.

If you have any queries about our complaint handling process, you can [contact us here](#). If you have a query about how a complaint you have made to the ICO has been handled, please contact the case officer using the contact details they

have provided to you. Please see the link below for details about how to make a complaint about the ICO:

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

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



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