

**Date:** 13 March 2024

**IC-290983-F2T9**

**Request**

You asked us for a copy of the wording of the complaint lodged on an FOI complaint which we assigned case reference IC-279883-P7W2.

We received your request on 27 February 2024. We have handled your request under the Freedom of Information Act 2000 (the FOIA).

**Our response**

I can confirm we hold information in scope of your request. However, I consider that the information is exempt from disclosure. We consider information provided to us by the complainant to be personal data about them given that it is about them and the circumstances surrounding their complaint.

We take the view that complainants do not generally expect their letters or complaint forms to be copied to the organisation which is the subject of their complaint. With this in mind, any disclosure of the original letter, e-mail or form of complaint in circumstances such as this would be unfair, and would therefore be in contravention of the first data protection principle. This requires personal data to be processed lawfully, fairly and in a transparent manner in relation to the data subject.

In such circumstances it would be appropriate for us to withhold a copy of the original complaint in reliance on the exemption at s40(2) of the FOIA by virtue of section 40(3A)(a).

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](http://ico.org.uk) [twitter.com/iconews](https://twitter.com/iconews)  
Please consider the environment before printing this email  
**For information about what we do with personal data see our [privacy notice](#)**