

28 August 2024

IC-323890-J6X0

Request

You asked us:

"FOIA request - If illegal breach of the FOIA Act is reported to the I C O, what criteria do caseworkers use to decide between following the breach up - with a letter to the organisation, or putting complaint on file."

We received your request on 3 August 2024.

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

Our response

We do not hold any information which falls within the scope of this request.

We have contacted the area of the business who handle FOIA complaints and they have explained that 'putting the complaint on file' is not one of the possible outcomes when we receive a complaint under section 50 of the FOIA. As a result there is no criteria held for this.

Our [FOI Casework Guide Hub](#) is published on our website and may be of interest to you as it provides a central hub for all our FOI casework processes and procedures and provides the framework for investigating FOIA and EIR complaints.

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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