

2 September 2024

IC-325163-G1J1

Request

You asked us:

"I now request under FOIR for a copy of (i) role of the lead case officer (ii) role of a reviewer (iii) policy that a lead case office can review another lead case office (iv) complaints handling policy for data protection complaints (v) all stages including evaluation steps to take action when dissatisfied with complaint handling."

We received your request on 8 August 2024.

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

Our response

I can confirm that we hold some information in scope of your request.

"(i) role of the lead case officer"

Please find attached the current person specification used for the position of Lead Case Officer at the ICO.

"(ii) role of a reviewer"

I can confirm that we do not hold information in scope of this request. There is no set position within the ICO called "reviewer" or "reviewing officer", but rather members of staff who are reviewing the outcome of a particular case will use that title to reflect their position at the time of reviewing officer.

"(iii) policy that a lead case office can review another lead case office"

I can confirm that we do not hold information in scope of this request. Specifically, we do not hold a policy which sets out which ICO staff are capable of reviewing complaints cases. Case reviews are allocated to the most appropriate person to conduct a review and determine if we have handled a case appropriately.

Which member of staff is assigned to a particular case will depend on the nature of the complaint, but Lead Case Officers will often be assigned this role as they are regular case handlers who have in-depth knowledge of the legislation, and so they are often best placed to determine if the specific outcome is correct.

"(iv) complaints handling policy for data protection complaints"

I can confirm that we hold information in scope of your request. The information that falls in scope of this part of the request is all available through a number of public sources on our website, and so is technically withheld under section 21 of the FOIA. Further information on this exemption can be found below.

Much of the information regarding our procedures for handling casework can be found on the [policies and procedures](#) section of our website. The specific sections [How we handle concerns](#) and [What to expect from the ICO when making a data protection complaint](#) may be of particular interest to you.

In addition, we have previously disclosed a number of internal policies and training materials used by our Public Advice and Data Protection Complaints (PADPCS) department, and these disclosures can be found on our disclosure log.

[IC-203074-K3Y8](#) was a request for our information about the procedures and guidance the ICO uses when dealing with casework.

[IC-236327-C7Q7](#) was a request for the following documents used by PADPCS – the service guide, ICE360 complaint handling procedure, and resources used by the training school.

"(v) all stages including evaluation steps to take action when dissatisfied with complaint handling."

I can confirm that we hold information in scope of this request. As with our response to the fourth part of your request above, this information is publicly available and so is technically withheld under section 21 of the FOIA.

The [complain about us](#) page on our website contains the full steps to take when dissatisfied with the handling of a complaint, including links to the relevant policy documents such as the ICO service complaints policy.

Information withheld

FOIA section 21

Although we hold information falling within the scope of your request, it is available to you outside of FOIA because this information is available on our website.

As a result, the information we hold is withheld in reliance on section 21 of the FOIA. This exempts information which is reasonably accessible to the applicant through means other than a request under the FOIA.

It is an absolute exemption, which means it is not necessary for us to consider any public interest test.

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 [here](#).

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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