

1 November 2024

Case reference: IC-338969-R6L5

We are now in a position to respond to your information request of 19 October.

Request

"Subject: Freedom of Information request - Data Protection Complaint Triage

It is noted that the ICO triages complaints where the complaint follows an existing precedent, as the ICO states 'We triage our cases to identify those we can resolve more quickly, for example if there is a precedent'.

Please can you provide a list of your precedents that are used by your triage team."

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

Our response

We understand your request relates to the triaging of data protection complaints. We do not hold information within scope of your request.

It may help to explain that we do use the word 'precedent' on webpages about our FOIA complaint handling (see [How we deal with complaints](#)).

This term refers to scenarios that have arisen in previous cases. For example, if we have issued a decision notice about particular information before we may follow that approach again in other cases relating to identical or similar information. Where an issue has been usefully covered in a First-tier Tribunal judgement we may choose to adopt the approach taken by the tribunal in future cases covering that issue.

However, this is at our discretion. Neither our decision notices nor First-tier Tribunal decisions formally set a precedent in the same way as the Upper-tier Tribunal and higher courts can set binding case law.

Decision notices are published on our website [here](#). For published tribunal decisions, please refer to the British and Irish Legal Information Institute (BAILII) website www.bailii.org.

This concludes our response to your request. We hope you found this information helpful.

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 twitter.com/iconews

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