

20 December 2024

Case reference: IC-349334-N1K0

We are now in a position to respond to your information request of 10 December.

Request

You asked us for the following:

"b) ...You have stated in your assurances that the ICO is following its own procedures. To clarify this fact would you please provide copies of the ICO procedures you are relying on with highlighting and identification of the particular parts you are relying on...

d) ...It would appear incorrect therefore for this matter not to have been brought to the attention of a relevant ICO Director. Would you please therefore provide me with ICO's internal procedures, Guidance standards related to what should be brought to the attention of Senior Manager/Directors/Information Commissioner. Again please identify specific clauses you refer to in providing a response..."

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

Our response

Our [casework guide hub](#) provides detail on how we administer FOI and EIR complaints. This is available for both staff and the public.

With regards to (d), we understand this relates to the ICO's procedures regarding what should be brought to the attention to senior management, directors and the Commissioner in relation to FOI and EIR complaints to the ICO as regulator.

On page 16 of the casework guide hub there is a section on 'Monitoring and enforcement'. This tells case officers to advise a manager if they have a strong concern about a case and provides a list of examples.

It may help to explain that case officers have discretion on how they handle complaint cases, in line with the casework guide hub, relevant legislation and our staff code of conduct policy. Not all aspects of case handling and how we manage our casework will necessarily a written procedure. You can find a list of our [policies and procedures](#) on our website.

The published information within scope of your request is technically withheld under section 21 of the FOIA, which explains that we are not required to provide information in response to a request if it is already reasonably accessible to you from another source.

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



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