

FOIA and EIR case outcomes

Not PA – Used when the organisation being complained about is not a public authority

Not s50 – Used when the matters raised are not eligible for consideration under section 50 of the FOIA.

Not EIR – Used when the matters raised are not eligible for consideration under the Environmental Information Regulations.

Vexatious – Used when we deem the complaint vexatious.

Frivolous – Used when we deem the complaint frivolous.

No internal review – Used when no internal review has been engaged with/by the authority.

Undue delay – Used when the complaint was raised with the ICO after an undue length of time.

Abandoned – Used when, without prompting or negotiation, the customer informs us they no longer wish us to pursue their complaint.

Withdrawn informally resolved – Used when, after negotiation with one or both parties, the customer agrees to withdraw their complaint.

Decision notice served – not upheld – Used when ICO makes a decision that agrees with a public authority's handling of a request. The complaint is not upheld.

Decision notice served – upheld – Used when ICO makes a decision that disagrees with a public authority's handling of a request. The complaint is upheld.

Decision notice served – partially upheld – Used when ICO makes a decision that only partially agrees with a public authority's handling of a request. This should focus on the substantive issues rather than any procedural breaches.