

ICO Service Charter

The ICO is committed to providing reliable and responsive services to all our customers.

We always challenge ourselves to be the best we can – guided by our corporate values of being **curious, collaborative, and impactful, showing respect, equality, diversity and inclusivity.**

Our Service Charter explains what you can expect from us when you:

- seek advice and guidance;
- pay a fee;
- report a breach or a change of circumstances; or
- complain about an organisation's information rights practices.

The ICO is held accountable for performance and delivery against this Charter.

What you can expect from us

- A commitment to promoting equality, fairness and respect. You will be treated in a professional and courteous manner that promotes understanding, empathy and respect.
- A reliable and responsive service. We will deal with your call or correspondence in line with our service standards.
- We will provide information that is complete, accurate and written clearly and plainly.
- We will be impartial, proportionate, transparent and consistent in our approach to work.
- We will be transparent about our process and decisions.
- We will tell you what we do with your information and enable you to exercise your rights.

What we expect from all our customers

- Tell us if you have any particular needs that we should be aware of.
- Treat our staff with courtesy and respect. We do not tolerate threatening and abusive behaviour, and we may restrict your contact with us in line with our procedures.
- Understand that we cannot always give you the answer or outcome you are looking for.
- Make sure you give us accurate and relevant information about why you're contacting us.

What we expect from members of the public

- If you complain about an organisation's information rights practices, we need you to have given the organisation you are complaining about an opportunity to put things right first.

What we expect from organisations

- You must be accountable for your information rights compliance.
- When you deal with complaints about your information rights practices, you should:
 - be transparent when disclosing information;
 - demonstrate how you have complied with the legislation;
 - manage customer expectations by offering clear advice and explain the next steps;
 - provide a clear final answer to the complaint;
 - make people aware of the ICO when giving them a final answer;
 - show you have acted on previous ICO recommendations;
 - understand that when a customer refers you to us they believe you have broken the law; and
 - learn from complaints to improve your information rights practices.

Putting things right

If you want to complain about the quality of the service we have provided to you, you can:

- call our helpline on 0303 123 1113;
- complain directly to the member of staff you have been dealing with; or
- ask us to review our service, saying what you are dissatisfied with and why.

Next steps

- When you have made a complaint about our service, a reviewing officer will review the service provided to you.
- We will inform you of the next steps to take if you are not satisfied with our response. This may involve directing you to the Parliamentary and Health Service Ombudsman (PHSO).
- We will listen to your feedback and use it to improve our service.