

Freedom of Information Act 2000 (FOIA)

Decision notice

Date: 4 March 2024

Public Authority: Information Commissioner's Office
Address: Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Decision

1. The complainant has requested the name and contact details of their case officer's manager and a copy of a particular policy.
2. The Commissioner's decision is that the above public authority ("the public authority") breached section 10(1) of FOIA by failing to provide a valid response to the request within the statutory time frame of 20 working days.
3. The Commissioner does not require further steps to be taken.

Request and response

4. On 18 August 2023 the complainant wrote to the public authority and requested information in the following terms:
"Will you please supply as a freedom of information request :-
 - The name of your manager
 - The contact details of your manager including email address and telephone number."

5. The public authority responded on 21 August 2023, but only provided the name of the manager. No further information relating to the request was provided.
6. On 22 August the complainant also asked for a copy of the public authority's policy regarding the disclosure of employee contact details. The public authority responded on 1 November 2023 with a link to the information.

Scope of the case

7. The complainant has confirmed that they have now received the information, but wish to have the late response formally recorded.

Reasons for decision

8. Section 1(1) of FOIA states that:

"Any person making a request for information to a public authority is entitled –

(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and

(b) if that is the case, to have that information communicated to him."
9. Section 10(1) of FOIA states that a public authority must respond to a request promptly and "not later than the twentieth working day following the date of receipt".
10. From the evidence provided to the Commissioner in this case, it is clear that the public authority did not deal with the request for information in accordance with FOIA. The Commissioner finds that the public authority has breached section 10(1) by failing to respond to the request within 20 working days.

Right of appeal

11. Either party has the right to appeal against this decision notice to the First-tier Tribunal (Information Rights). Information about the appeals process may be obtained from:

First-tier Tribunal (Information Rights)
GRC & GRP Tribunals,
PO Box 9300,
LEICESTER,
LE1 8DJ

Tel: 0203 936 8963

Fax: 0870 739 5836

Email: grc@justice.gov.uk

Website: www.justice.gov.uk/tribunals/general-regulatory-chamber

12. If you wish to appeal against a decision notice, you can obtain information on how to appeal along with the relevant forms from the Information Tribunal website.
13. Any Notice of Appeal should be served on the Tribunal within 28 (calendar) days of the date on which this decision notice is sent.

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