

## Handling an Informal Adjustment Procedure

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### Key messages

- This procedure covers the handling of an informal service adjustment
- This is a one off adjustment as a matter of good customer service.
- If there is an ongoing requirement for an adjustment it will need to be authorised by emailing [PADPCSAdjustments@ico.org.uk](mailto:PADPCSAdjustments@ico.org.uk)
- The ICO [Reasonable Adjustments Policy](#) sets out the steps that should be taken by staff to establish and agree an ongoing service adjustment.

### Does this procedure relate to me?

This procedure is relevant for all staff within the Public Advice and Data Protection Complaints Services.

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## 1. Introduction

- 1.1. Individuals often request that we take their complaint by phone.
- 1.2. As a matter of good customer service we can offer an informal, or one-off, service adjustment.

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## 2. Informal service adjustments in PADPCS

- 2.1. Explore with the customer why they are unable to access our complaint form online or send it in via post.
- 2.2. Explain to the customer that we will not be able to investigate their complaint until we receive supporting evidence. They will therefore still need to raise their concerns with the organisation if they have not already done so and allow them an opportunity to respond (we are not able to do this on their behalf, even if they require an adjustment). They will then need to supply us with this evidence by email or by post.
- 2.3. During your discussions with the customer, if you feel like they need a formal adjustment to allow them to access our services in the future (i.e. they have explained they are visually impaired and require correspondence in a larger font size) you should determine:
  - 2.3.1. what adjustments are required by the customer; and
  - 2.3.2. whether there will be an ongoing need to adjust our service for the customer e.g. in order to handle their complaint.

- 2.4. If there is an ongoing requirement for an adjustment, make a note of the required adjustments and explain to the customer that you will be seeking advice in relation to their request and you will contact them again once you have done so.

The complaint [form](#) should then be completed ensuring only basic information about the complaint is captured (the evidence that the customer sends in to support their complaint should provide us with sufficient information to progress their concerns). You should then follow the steps at point 2.6.

- 2.5. If there is not an ongoing requirement for a reasonable adjustment, explain to the customer that as an informal or one off adjustment, you will complete the complaint [form](#) for them. Please note that basic information about the complaint should be captured on the form.
- 2.6. After completing the complaint form, whilst the customer is still on the phone, you should read the completed form back to them, double check their contact details are accurate and advise that you will send them a copy of the form via their preferred contact method (email or post). Upon receipt of the complaint form, they should read it, ensure the contents are correct, sign the declaration and send it back to us with supporting evidence. Please note that if the customer has made a verbal request, they may not have any evidence to send in. However they will still need to check that the details on the complaint form are correct.
- 2.7. After your live service shift, a HTC [case should be created](#). You should allocate it to yourself and upload the complaint form (as a Word document).
- 2.8. If an email address has been provided, a copy of the completed complaint form should be sent to the customer from the case along with the template cover [email](#). If the customer has explained that they want correspondence by post, a hard copy of the complaint form should be sent to them with the template cover [letter](#). Caution should be taken when doing this, particularly if the customer has advised they are unable to write.
- 2.9. The ICE360 case will automatically close after 35 days if no evidence is received. If evidence is received, please take the case out of the awaiting further information state, send the customer an

[acknowledgement](#) and transfer the case to the relevant work queue.

- 2.10. For any calls where a formal reasonable adjustment has been requested (point 4), you should complete the reasonable adjustment [form](#) and send it to [PADPCSAdjustments@ico.org.uk](mailto:PADPCSAdjustments@ico.org.uk). The request will then be reviewed and you will receive a reply explaining if the request has been approved.

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## Feedback on this document

If you have any feedback on this document, please email the [PADPCS Guidance and Policy Group](#).

## Version history

Version	Changes made	Date	Made by
1.0	Moved existing copy to this template	02/05/2024	

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