

13 February 2025

IC-361625-P8F1

Request

On 8 February 2025 you made the following request:

"Please can you indicate who in the ICO management is responsible for oversight over all complaints and casework relating to data protection matters, in particular, person information access requests."

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

Response

We hold information that falls within scope of your request. As you may be aware, the Information Commissioner's duties are delegated to different staff and teams, according to the work involved. You can find out how the Commissioner's duties are delegated by checking the [scheme of delegations](#), the [decision making structure](#) and details about [our management board](#).

Please note that data protection complaints and subject access requests are delegated to two different teams (and directorates) within the ICO.

Data protection complaints are handled by our Public Advice and Data Protection Complaints Team, which is part of the Customer Services Directorate. This team is led by the Head of Data Protection Complaints, who reports to the Director of Public Advice and DP Complaints.

Subject access requests made to the ICO are handled by the Information Access Team, which is part of the Risk and Governance Directorate. They are led by the Head of Risk and Governance who reports to the Director of Risk and Governance, who in turn reports to the Executive Director of Strategy and Resources.

Both the Director of Public Advice and DP Complaints and the Executive Director of Strategy and Resources report to the Deputy Chief Executive.

This concludes our response to your request.

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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