



**Information Commissioner's Office**  
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## **ICO Disclosure Log - Response to Request**

**Request Ref:** FOI/155  
**Date of Response:** 09/09/2005

The Information Commissioners Office commissioned research by University College London to aid them in projecting the amount of complaints they might receive. This report is available on the website at [www.ico.gov.uk](http://www.ico.gov.uk)

I have enclosed a copy of the paper which details our staffing assumptions and also a paper detailing the contingency plans for the FOI complaints handling department.

We presently have 30 full time or equivalent staff working in the Case Resolution department.

Between the dates of Jan 1st 2005 and Aug 31<sup>st</sup> 2005, 1642 applications for decision under the Freedom of Information Act were received by the Complaints Resolution department.

All complaints receive an initial acknowledgement within 28 days.

There are no immediate plans to increase the number of complaints resolution staff. The workload of the complaints resolution team, processes, procedures and resources, are, and will continue to be monitored and appropriate actions taken if necessary.

### **Documents**

[FOI Staffing Proposal](#)

[Contingency Plan for FOI Casework Backlogs](#)