



Information Commissioner's Office
Promoting public access to official information
and protecting your personal information

Satisfied with our service?

We aim to give the best possible service to all our customers in all of the services we provide. We publish information about the [service standards](#) you can expect in some of our key business areas. You can also get this information from our Helpline on 08456 30 60 60 or 01625 545 745.

If you are dissatisfied with our service, you can complain. You can also let us know if you think there is something we have done well.

Complaints

You might wish to complain about a service we have provided when:

- You disagree with a decision we have reached about the legislation we are responsible for and want us to review it;
- You feel we have failed to meet our published service standards; or
- You are unhappy about some other aspect of our service and want to bring it to our attention.

When we review a case or investigate a complaint about our services there may be positive outcomes for both you and us. You may receive an apology or your case may be reconsidered. We may be alerted to staff training needs, weaknesses in our procedures or other general improvements we can make.

To request a case review or complain about our services

You should complete our [Case review and service complaint form](#) explaining exactly what you think we did wrong. We have designed this form to help you give us all of the information we need to deal with your complaint.

You can request a form from the member of staff you have been dealing with, from our Helpline or you can print a copy from our website.

Please note:

- You must send us your complaint within six months of the relevant incident occurring (for example within six months of us closing your case or within six months of a failure to comply with our published service standards). We will not usually consider complaints sent later than that.

- You must make your complaint in writing. It is important we have a record of exactly what you want to complain about, so we can address your concerns properly.
- We will acknowledge receipt of your form within five calendar days.
- The Information Commissioner will not respond to your complaint personally, even if you write directly to him. He has delegated responsibility for dealing with complaints to managers within his office.

The case review process

If you are asking us to review a case, the officer that dealt with it will check to see if they can resolve the matter by providing you with some further information. If they cannot, they will pass your form to their manager so that they can respond.

The case review process has two stages:

The first stage

The manager will consider your complaint and write to you with their response, making clear which parts they do or do not uphold, giving reasons for their view. They should also make clear what further action (if any) they intend to take with respect to your complaint.

They should provide their response within 28 calendar days. If they are unable to respond fully within that timescale, they will let you know when they will be able to.

The second stage

Second stage complaints will be considered by a senior manager. They will not review the whole case for a second time but will rather check that the manager's review was carried out appropriately and determine whether any further complaint is justified.

Again the senior manager should provide their response within 28 calendar days. If they are unable to respond fully within that timescale, they will let you know when they will be able to.

Case reviews – The Freedom of Information Act 2000

If you disagree with a decision notice we have issued about your Freedom of Information Act complaint, we cannot review our decision. Instead, you can appeal to **the Information Tribunal**, which can be contacted at:

Arnhem House Support Centre, PO Box 6987, Leicester LE1 6ZX
Tel: 0845 6000 877

Email: informationtribunal@tribunals.gsi.gov.uk

Unless special circumstances apply a notice of appeal must be served on the Tribunal within 28 days of the date on which decision notice was served on or given to you

Please note that the Information Tribunal does not consider complaints about decisions we have made under the Data Protection Act or the Privacy and Electronic Communications Regulations.

The service complaints process

If you wish to complain about any service you have received from us, we will pass your form to a manager of the department that provided you with that service.

In all cases, the manager will aim to send you a full response within 28 days. If they cannot do this for any reason, they will write to let you know what is happening and when you should receive a full response.

There will usually be only one stage to the service complaints process.

Taking your complaint further

If, having exhausted our case review and service complaints procedure, you remain dissatisfied about any aspect of any service you have received from us or think we have not acted properly or fairly, you can take the matter to the Parliamentary and Health Service Ombudsman.

Complaints to the Ombudsman must be made through your MP. For further information about the Ombudsman's service please visit their website (www.ombudsman.org.uk) or call their Helpline on 0845 015 4033.

If your complaint relates to the way in which we have interpreted the law then the Ombudsman cannot help you. If you want to challenge our interpretation of the law, you should consider seeking legal advice.

Compliments

Our process for dealing with compliments is less formal. If you think there is something we have done well, we would be happy to hear from you by whatever method is convenient.