

Freedom of Information Act 2000 (FOIA)

Decision notice

Date: 14 October 2019

Public Authority: Housing Ombudsman

Address: Exchange Tower
Harbour Exchange
London
E14 9GE

Decision (including any steps ordered)

1. The complainant has requested information with regards to a complaints process. The Housing Ombudsman (the public authority) provided its response, outside the required 20 working day timeframe, following the receipt of the request.
2. The Commissioner's decision is that the public authority breached section 10(1) of the FOIA.
3. As the public authority has responded, the Commissioner does not require it to take any steps.

Request and response

4. On 12 July 2019 the complainant made the following request to the public authority:

"What is you complaints process for making a complaint against a member of your staff by customer/user of your crap service?"

Do you have a complaint' singe [sic] point of contact dep for receiving complaints?"

5. The complainant contacted the Commissioner on the 10 August 2019 to complain that the public authority had not responded to his request.
6. The Commissioner contacted the public authority on the 6 September 2019 asking it to respond to the request.
7. The public authority provided its response to the complainant on the 25 September 2019 acknowledging the request was received on the 12 July 2019 and provided the requested information.

Scope of the case

8. The complainant contacted the Commissioner to complain about the time it took the public authority to provide a response.
9. The Commissioner considers the scope of the case is to determine whether the public authority has breached section 10(1) of the FOIA.

Reasons for decision

Section 10(1) of the FOIA – Time for response

10. Section 10(1) of the FOIA requires a public authority to respond to an information request within 20 working days following its receipt.
11. In this case, the complainant made the request on the 12 July 2019 and the public authority responded on the 25 September 2019.
12. This is outside the required 20 working days to respond and therefore the Commissioner finds that the public authority has breached section 10(1) of the FOIA.
13. As the public authority has now responded, the Commissioner does not require it to take any steps.

Right of appeal

14. 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: 0300 1234504

Fax: 0870 739 5836

Email: grc@justice.gov.uk

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

15. 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.
16. Any Notice of Appeal should be served on the Tribunal within 28 (calendar) days of the date on which this decision notice is sent.

Signed

Andrew White
Group Manager
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF