

Freedom of Information Act 2000 (FOIA)

Decision notice

Date: 3 May 2024

Public Authority: Financial Ombudsman Service Ltd

Address: Exchange Tower

London

E14 9SR

Decision (including any steps ordered)

1. The complainant requested information from Financial Ombudsman Service Ltd (the public authority). By the date of this notice the public authority had not issued a substantive response to this request.
2. The Commissioner's decision is that the public authority has breached section 10(1) of FOIA in that it failed to provide a valid response to the request within the statutory time frame of 20 working days.
3. The Commissioner requires the public authority to take the following step to ensure compliance with the legislation.
 - The public authority must provide a substantive response to the request in accordance with its obligations under FOIA.¹
4. The public authority must take this step within 30 calendar days of the date of this decision notice. Failure to comply may result in the Commissioner making written certification of this fact to the High Court pursuant to section 54 of FOIA and may be dealt with as a contempt of court.

¹ The Commissioner expects the public authority to take appropriate precautions to protect any personal data when disclosing information in a spreadsheet or similar format;

[Information Commissioner's Office - Advisory note to public authorities | ICO](#)

Request and response

5. On 30 December 2023, the complainant wrote to the public authority and requested information in the following terms:
- “1. Any policy, procedure or guidance in relation to how complaints are allocated to Case Handlers.
 2. If information in relation to “question 1” is not available, please provide clarity on how complaints are ordered and actioned by Case Handlers.
 3. Your website states: “In general, it takes about two to three months for a case to be allocated for investigation. It can sometimes take longer, depending on what your complaint is about.”
 - 3.1. Please confirm the percentage of complaints allocated within “two to three months”?
 - 3.2. Please confirm the percentage of complaints allocated outside of “two to three months”?
 4. Your website states: “Once your complaint is allocated to a case handler, they will contact you to introduce themselves.”
 - 4.1. Please provide any policy, procedure or guidance in relation the timescales that a Case Handler is given in relation to making contact with the individual(s) who raised the complaint.
 - 4.2. If information in relation to “4.1.” is unavailable, please confirm how the order of complaints being actioned is monitored?
 5. Please confirm the average timescale to resolve a complaint, where the complaint does not progress to ombudsman (based on 2023 figures)?
 6. Please confirm the average timescale to resolve a complaint, when the complaint is escalated to the ombudsman (based on 2023 figures)?”

Reasons for decision

6. Section 1(1) of FOIA states that:

“Any person making a request for information to a public authority is entitled –

(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and

(b) if that is the case, to have that information communicated to him.”

7. Section 10(1) of FOIA states that a public authority must respond to a request promptly and “not later than the twentieth working day following the date of receipt”.

8. On 8 April 2024 the Commissioner wrote to the public authority, reminding it of its responsibilities and asking it to provide a substantive response to the complainant’s request within 10 working days.

9. Despite this intervention the public authority has failed to respond to the complainant.

10. From the evidence provided to the Commissioner in this case, it is clear that the public authority did not deal with the request for information in accordance with FOIA. The Commissioner finds that the public authority has breached section 10(1) by failing to respond to the request within 20 working days and it is now required to respond to the request in accordance with FOIA.

Right of appeal

11. 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: 0203 936 8963

Fax: 0870 739 5836

Email: grc@justice.gov.uk

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

12. 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.
13. Any Notice of Appeal should be served on the Tribunal within 28 (calendar) days of the date on which this decision notice is sent.

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