

Complaint form

Complaint about getting information

You should complete this form if you have asked an organisation for information about you or official information, and the organisation has not responded or has told you it won't provide the information.

If the above doesn't apply, call our helpline.

This form should take about 10 minutes to complete.

Because most people submit their own complaints, where we ask about 'you', we mean the person with the complaint (the complainant).

1. Did you want to get information about you?

Is your complaint purely about getting information that contains your name, or other information so that people would know it is about you?

- ☐ Yes. All the information I have requested is about me personally.
- ☐ No. All the information I have requested is official information from a public authority.
- ☐ No. I have requested some information about me and some about a public authority.

2. Who do you want to complain about?

This will usually be an organisation. Please give us the details of the person you have been in contact with.

Organisation:

Contact name:

Address:

Postcode:

Telephone:

Email:

Website:

3. Your relationship with the organisation

Please tell us the nature of your relationship with the organisation, for example client, patient, customer etc.

4. Details of the problem

Please select the option that best describes what you want to complain about. *You may tick more than one box.*

- ☐ The organisation did not respond to my request.
- ☐ The organisation refused my request.
- ☐ The organisation sent only some of the information I asked for.
- ☐ The organisation took too long to send it.
- ☐ Something else. Please give details.

5. When did you ask the organisation for the information?

Please tell us the date when you asked for the information.

6. When did the organisation respond?

If you received a response, please tell us the date on their response. Or, if there is no date on their response, when did you receive it?

7. Reference number

Please tell us any reference number that the organisation has given you, eg account number, policy number etc.

8. Supporting documents

You must send us any relevant documents to support your complaint, including unedited copies of:

- Your original request for information.
- Any acknowledgement you received from the organisation, such as an acknowledgment letter or automatic 'bounce-back' email.
- Any other letters or emails you sent to the organisation about your request.
- Any responses from the organisation.
- Any notes you have made about conversations you have had with the organisation, eg to record dates, who you spoke to and what was discussed.
- Details of any proof that the organisation received your letter (for example if you sent the request by recorded delivery).
- Any document showing you have authority to act on behalf of the complainant

(if you are not the person making the complaint).

Mark any documents that you do not want the ICO to disclose, but be aware that this may hamper our ability to deal with your complaint.

9. Important information about your supporting documents

We will scan any paper documents you send us, and keep them as electronic records. In most cases, we will destroy any paper documents you send us after six months. You should only send us **copies** of paper documents and make sure you keep the originals in case we need these later on.

If you cannot provide us with copies and you would like us to return your paper documents, please tick here. ☐

You will need to make it clear each time you send us something if you would like us to return it to you.

10. Complainant contact details

Person with the complaint

Please give us the details of the person with the complaint (the complainant).

Title:

First name:

Last name:

Address:

Postcode:

Telephone:

Fax:

Email:

Person to contact about this complaint (if different from above)

If you are filling in this form on behalf of the complainant and you have the complainant's permission to act on their behalf, please enter your details below.

Title:

First name:

Last name:

Address:

Postcode:

Telephone:

Fax:

Email:

11. Declaration

Please read the following statements and tell us you agree with them by ticking the box at the end.

- I have included all the necessary documents to support my complaint.
- I understand that during any necessary investigations, the ICO may need to share the details I have provided so they can investigate. I have indicated any supporting documents that I do not want the ICO to share.
- The information I have provided in this complaint is accurate, to the best of my knowledge.
- I understand that the ICO will scan and electronically store any documents relating to my complaint, will destroy original hard copy documents after six months, and keep the electronic records for up to two years after the complaint is concluded or more if it is appropriate.

☐ I have read and agree to this declaration.

12. Sending your complaint to us

By email

If you have all your supporting documents electronically, please attach them to an email along with this form and send it to casework@ico.gsi.gov.uk

By post

If you have only paper copies of any of your supporting documents, please print this form and post it with all your supporting documents to:

First Contact
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF