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Thank you

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Thank you for making your complaint. We have received the information you have submitted. There is nothing further that you need to do at this stage.

We are currently dealing with a large number of complaints and it can take up to three months for complaints to be assigned to case officers.

Once your case has been assigned, the case officer will assess the evidence you have provided. They will supply you with your case reference number and advise you on the next steps.

If we think the organisation has not complied with its obligations we can give the organisation advice and ask it to solve the problem. Our main aim is to improve the information rights practices of organisations, where there is an opportunity for us to do so.

Any action we do take is line with our [Regulatory Action Policy](#).

If you have waited three months and have not heard from us, you may be able to apply to the [First-tier Tribunal](#) to require us to respond to your complaint or to provide you with information about its progress.

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