

Christine Massey
By email to: cmssyc@gmail.com

27 September 2023

Dear Christine Massey,

Freedom of Information Act 2000 (FOIA)
Your complaint about: University of Sheffield
Their reference: [none provided]
Our reference: IC-258652-D4B7

Thank you for your complaint about the above public authority's handling of your request for information.

From the information provided, we consider that there has been an undue delay in bringing your complaint to us. This case will now be closed.

Although section 50 of FOIA provides a right to complain to the Information Commissioner, section 50(2)(b) of FOIA states:

"On receiving an application under this section, the Commissioner shall make a decision unless it appears... that there has been undue delay in making the application"

We expect complaints to be made to us within **six weeks** of a public authority either refusing or failing to respond to an information request. We consider more than six weeks to be an undue delay.

You are entitled to resubmit your request to the public authority. If they do not reply within 20 working days, you may submit a new complaint to us: [FOI and EIR complaints | ICO](#)

Yours sincerely,

Carly Smith
Lead Case Officer
Information Commissioner's Office
0303 123 1113 Ext. 0330 414 6879

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

To read about our commitment to high standards of customer service see our service standards at www.ico.org.uk/about-the-ico/our-information/our-service-standards/.