Mr W. Kirkland 2 June 2026
Delivered

Subject: Internal Review Request: [redacted] Formal Challenge under Section 19(2A) and Section 77 Omission

To: Information Rights Team, Governance, Compliance & Legal Services

I am writing to formally request an Internal Review of [redacted] specifically regarding the absolute data failure identified under Priority C (Procedural Outcomes).

The automated database statistics provided in your spreadsheet disclosure ([redacted] response.xlsx) are demonstrably compromised and factually flawed. Under Section 1(1) of the Freedom of Information Act 2000, an applicant is entitled to have the information held by the public authority fully and accurately communicated. The current dataset represents a severe systemic failure in your information retrieval protocols.

1. The Evidentiary Contradiction
Under Priority C, the request strictly demanded the total number of B100 complaints dismissed by the Student Casework Office as 'out of time' where a Completion of Procedures (COP) letter was subsequently withheld or not issued.

The [redacted] holds definitive, signed documentation proving that such an operational outcome exists within the requested timeframe. Specifically, a formal determination issued by [redacted] Chancellor's Delegate, dated 18 March 2026 [redacted] explicitly dictates two binding positions:

The institution formally concluded that the B100 complaint was "out of time" under Sections A2.1 and B2.3.1 of the Student Complaints and Appeals Procedure.

The institution refused the immediate issuance of the requested COP letter, explicitly stating it would only be generated "once our procedural review relating to your recent correspondence is concluded."

2. Statutory Obligations and Mismatch Correction
Your automated data extraction has entirely omitted this logged, high-profile event. This mismatch confirms that your database parameters were either incorrectly configured or that data has been selectively filtered.

I draw your direct attention to Section 19(2A)(a)(ii) of the Act, which mandates that an authority's publication scheme must include a requirement to publish "any up-dated version held by the authority of such a dataset". Because the dataset you have supplied is demonstrably false when cross-referenced against your own legal correspondence, you are under a strict statutory obligation to immediately rectify this error and provide an accurate, updated dataset.

Furthermore, please be advised that under Section 77 of the Freedom of Information Act 2000, it is a criminal offence for any person or officer within a public authority to engage in the blocking, erasing, or concealment of records with the intention of preventing a disclosure to which an applicant is entitled. A failure by the Information Rights Team to cross-reference this extraction with the known archives of the Student Casework Office, thereby maintaining a false public metric regarding procedural failures, directly risks entering the scope of a Section 77 concealment or blocking of data.

3. Required Action
You must now conduct an immediate internal inquiry to isolate why your database failed to register the formal decisions signed by the Deputy Director of Student Policy, Compliance and Casework.

Pursuant to the statutory code of practice, you are required to issue an amended, accurate dataset that correctly factors in this casework, ensuring full compliance with your transparency obligations.

Yours sincerely,

Mr W. Kirkland

[redacted]

[redacted]

1 Attachment

image001.jpg
68K Download

Dear Mr Kirkland,

I am writing to acknowledge receipt of your email below. We will treat your email as a request for an internal review [redacted]

We are currently reviewing the request and intend to respond within 20 working days.

Yours sincerely

[redacted]

[redacted]

Mr W. Kirkland left an annotation (2 July 2026)

Annotation – 2 July 2026:
As of the close of business on 1 July 2026, the public authority has failed to provide a response within the statutory 20 working day window for this internal review.

The ICO exists to empower you through information.

[redacted]

31 July 2026

[redacted]
Jak William Kirkland

By email

Dear all,

Our reference: [redacted]
Public Authority reference: [redacted]
Freedom of Information Act 2000 (FOIA)

[redacted]

This complaint has been accepted as eligible for formal consideration. Investigation of this complaint will, in all likelihood, look at whether further information within scope of the request is held or not.

Once the complaint has been allocated to a case officer, they will proceed to a decision notice or contact you directly if they require further information.

We note that the internal review remains outstanding more than 40 working days after it was requested. To avoid further delay, we are accepting this case for investigation without waiting for the review. If the public authority provides an internal review, please ensure that both the complainant and the ICO receive a copy. If the complainant remains dissatisfied with the review outcome, we will continue our investigation.

Information for Jak William Kirkland

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

Your complaint is now eligible for investigation. We will allocate it to a case officer as soon as we can. The focus of their investigation will be to determine whether the public authority handled your request in accordance with the legislation.

[redacted]

We are accepting the case for investigation without an internal review as it has already been more than 40 working days since you requested it. If the review is provided before this case is assigned to a case officer and you don't let us know that you are unhappy with it, we will close the case. If you don't accept the review outcome, please send us a copy of the outcome and outline your specific grounds of complaint. We will then proceed with your case accordingly.

[redacted]

Once a case officer is assigned and has concluded their investigation, they will inform you of their decision.

Please be aware that whilst submitted emails are monitored, any detailed enquiries relating to the case will not be addressed until it has been allocated to a case officer for investigation. For more general enquiries, please call our helpline on [redacted].

Yours sincerely,

[redacted]
Case Officer
Information Commissioner's Office

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