

1 June 2020

Case Reference Number: IC-39151-X6K4

Dear Mr Staniford

**Freedom of Information Act 2000 (FOIA)**  
**Your information request to the Animal and Plant Health Agency**  
**Information request reference: ATIC1836**

Thank you for your correspondence of 23 April 2020 in which you made a complaint and provided supporting information about the above public authority's handling of your request for information.

Your complaint has been accepted as eligible for further consideration and will be allocated to a case officer as soon as possible.

Generally we deal with complaints in the order we receive them, except where we have identified a complaint that can be resolved quickly or there is a compelling reason for a case to be accelerated. More complex complaints may involve a delay whilst waiting to be allocated to a case officer. Due to the challenging national circumstances please be aware that there may be delays which are longer than usual before we can progress cases. The Commissioner thanks you for your patience at this time.

Once your case is allocated we will contact you and the case officer will explain how they will progress your complaint.

If you wish to send any further documents while the case is awaiting allocation, please quote the reference number at the top of this correspondence.

Please be aware that whilst submitted emails are monitored, we will not be able to address any detailed enquiries relating to the case until it has been allocated to a case officer for investigation.

For more general enquiries, please call our helpline on 0303 123 1113.

Yours sincerely

Michelle Armit  
Lead Case Officer  
The Information Commissioner's Office  
Direct dial number: 0330 414 6649

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