

**11<sup>th</sup> November 2024**

**BY EMAIL**

**Our Ref: FOI 2320**

Dear 

Your request for information was received on 23<sup>rd</sup> October 2024 and was dealt with under the terms of the Freedom of Information Act 2000. Please be advised that the Business Services Organisation (BSO) has now completed its search for the information you requested in relation to Internal Reviews conducted by the BSO since 2009:

- 1. Since the BSO's establishment in 2009, please confirm the total number of Internal Reviews submitted to date by complainants to the BSO.**
- 2. Since the BSO's establishment in 2009, please confirm the total number of Internal Review outcomes to date which have found in favour of the BSO complainant(s).**
- 3. Since the BSO's establishment in 2009, please confirm the total number of Internal Review outcomes to date which have found in favour of the BSO.**
- 4. Since the BSO's establishment in 2009, if appropriate, please confirm the total number of any Internal Review outcomes to date which have not found in favour of either party to the process.**

I should firstly advise you that we will be unable to provide you the data you have requested in relation to the timeframe above.

All Health and Social Care (HSC) records are public records under the terms of the Public Records Act (Northern Ireland) 1923 and in the Disposal of Documents (Northern Ireland) Order (1925). The Act sets out the broad responsibilities for everyone who works with such records. The Business



Services Organisation (BSO) therefore has a statutory duty to make arrangements for the safe keeping and eventual disposal of its records. As such, records are kept for no longer than is necessary, in accordance with legal and professional obligations and with due regard to the regionally-agreed retention and disposal schedules.

The information below represents the information as currently held by the BSO:

**1. Since the BSO's establishment in 2009, please confirm the total number of Internal Reviews submitted to date by complainants to the BSO.**

29 FOIs  
9 SARs  
54 Complaints

**2. Since the BSO's establishment in 2009, please confirm the total number of Internal Review outcomes to date which have found in favour of the BSO complainant(s).**

0 FOIs  
1 SARs  
11 Complaints

**3. Since the BSO's establishment in 2009, please confirm the total number of Internal Review outcomes to date which have found in favour of the BSO.**

26 FOIs  
6 SARs  
30 Complaints

**4. Since the BSO's establishment in 2009, if appropriate, please confirm the total number of any Internal Review outcomes to date which have not found in favour of either party to the process.**

3 FOIs  
2 SARs  
13 Complaints

I hope that this information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter, as the BSO, along with all other public authorities are not obliged to accept internal review requests after this period has lapsed.

In the event that you require a review to be undertaken, you can do so by writing to

Information Governance Manager,  
2 Franklin Street,  
Belfast,  
BT2 8DQ

If, following an internal review, carried out by an independent decision-making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the BSO has complied with the terms of the Freedom of Information Act.

You can contact Information Commissioner at:

The Information Commissioner's Office – Northern Ireland  
10th Floor  
Causeway Tower  
9 James Street South  
Belfast  
BT2 8DN

Telephone: 0303 123 1114

Email: [ni@ico.org.uk](mailto:ni@ico.org.uk)

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However, the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,



**Karen Bailey**  
Chief Executive