

# Case Outcome descriptions

## FOIA complaints

**NO FURTHER ACTION** – May be used at either *In Progress* and *Investigation* status

- **INFORMALLY RESOLVED** – To be used at *In Progress* status
  - **WITHDRAWN** – If complainant has agreed to withdraw complaint whilst case is at *In Progress* status (following no/limited input by the case officer)
  - **DISCLOSURE** – If public authority has agreed to disclose requested information whilst case is at *In Progress* status (following no/limited input by the case officer)
- **NO ACTION** – May be used at *In Progress* and *Investigation* status
  - **VEXATIOUS** – If case is closed under section 50(2)(c)
  - **FRIVOLOUS** – If case is closed under section 50(2)(c)
  - **UNDUE DELAY** – If case is closed under section 50(2)(b)
  - **ABANDONED** – If case is closed under section 50(2)(d)
- **NOT INFORMATION RIGHTS** – May be used at *In Progress* and *Investigation* status
  - **NOT FOI** - If matters raised do not relate to FOI
  - **NOT EIR** – If matters raised do not relate to EIR
  - **NOT PA** – If complaint is about a body that is not a public authority

**ACTION TAKEN** – To be used at *Investigation* status

- **DN SERVED**
  - **UPHELD** – If you have upheld the complaint
  - **NOT UPHELD** – If you have not upheld the complaint
  - **PARTIALLY UPHELD** – If you have found a combination of the above
- **INFORMALLY RESOLVED**
  - **WITHDRAWN** - If complainant has agreed to withdraw complaint whilst case is at *Investigation* status (following input by the case officer)
  - **DISCLOSURE** – If public authority has agreed to disclose requested information whilst case is at *Investigation* status (following input by the case officer)

**MARK FOR DELETE**

- **CREATED IN ERROR** – If the case has been created in error
- **DUPLICATE** – If the case is a duplicate

