



Scottish Information
Commissioner
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Decision Notice 053/2026

Processing times for information requests – failure to respond

Authority: West Dunbartonshire Council
Case Ref: 202502201

Summary

The Applicant asked the Authority for information about processing times for all information requests handled under the Freedom of Information (Scotland) Act 2002 (FOISA) and the Environmental Information (Scotland) Regulations 2004 (the EIRs) for the last six years. This decision finds that the Authority failed to respond to the Applicant's requirement for review within the timescale allowed by FOISA.

Background

1. The Applicant made an information request to the Authority on 29 August 2025.
2. The Authority responded to the information request on 26 September 2025.
3. On 4 October 2025, the Applicant wrote to the Authority requiring a review of its decision.
4. The Applicant did not receive a response to his requirement for review.
5. On 6 December 2025, the Applicant wrote to the Commissioner, stating that he was dissatisfied with the Authority's failure to respond and applying to the Commissioner for a decision in terms of section 47(1) of FOISA.
6. The Commissioner determined that the application complied with section 47(2) of FOISA and that he had the power to carry out an investigation.

Investigation

7. Section 49(3)(a) of FOISA requires the Commissioner to notify public authorities of an application and to give them an opportunity to comment. The Commissioner did this on 16 January 2026.
8. The Commissioner received submissions from the Authority on 27 January 2026. These submissions are considered below.
9. The Authority accepted that it had failed to respond to the Applicant's requirement for review within the timescale allowed by FOISA. It explained that this was due to an administrative oversight. The Authority emphasised that no deliberate decision had been taken not to respond.
10. The Authority said that it regretted its failure to respond to the Applicant's requirement for review within the statutory timescale and apologised for any inconvenience caused and stated that it remained committed to ensuring compliance with its statutory duties under FOISA.
11. Section 21(1) of FOISA gives Scottish public authorities a maximum of 20 working days following the date of receipt of the requirement to comply with a requirement for review. This is subject to qualifications which are not relevant in this case.
12. It is a matter of fact that the Authority did not provide a response to the Applicant's requirement for review within 20 working days, so the Commissioner finds that it failed to comply with section 21(1) of FOISA.
13. The remainder of section 21 sets out the requirements to be followed by a Scottish public authority in carrying out a review. As no review has been carried out in this case, the Commissioner finds that the Authority failed to discharge these requirements: he now requires a review to be carried out in accordance with section 21.

Decision

The Commissioner finds that the Authority failed to comply with Part 1 of the Freedom of Information (Scotland) Act 2002 (FOISA) in dealing with the information request made by the Applicant. In particular, the Authority failed to respond to the Applicant's requirement for review within the timescale laid down by section 21(1) of FOISA. The Commissioner requires the Authority to respond to the Applicant's requirement for review **by 5 May 2026**.

Appeal

Should either the Applicant or the Authority wish to appeal against this decision, they have the right to appeal to the Court of Session on a point of law only. Any such appeal must be made within 42 days after the date of intimation of this decision.

Enforcement

If the Authority fails to comply with this decision, the Commissioner has the right to certify to the Court of Session that the Authority has failed to comply. The Court has the right to inquire into the matter and may deal with the Authority as if it had committed a contempt of court.

Colin MacFadyen
Freedom of Information Officer

20 March 2026