



GRC3

## Apply for an order to progress a complaint made to the Information Commissioner

If you have complained to the Information Commissioner under section 165 of the Data Protection Act 2018, or Article 77 of UK GDPR, and the Information Commissioner:

- Fails to take appropriate steps to respond to the complaint; **or**
- Fails to update you on the progress of the complaint, or provide an outcome, within 3 months of when you complained; **or**
- If the complaint is not concluded within 3 months, fails to provide you with that information during the subsequent 3 months;

Then you can apply to the First-tier Tribunal (General Regulatory Chamber) for an order requiring the Information Commissioner to take appropriate steps to respond to your complaint, or to inform you of its progress or to give you an outcome, within a specified period of time.

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### Other applications

You cannot use this form to:

- appeal to the General Regulatory Chamber – use form **GRC1**
- appeal a decision relating to a Nitrate Vulnerable Zone – use form **GRC2**
- enforce a decision of the tribunal (certify a contempt) – use form **GRC4**
- make an application in an appeal that is already in progress – use form **GRC5**
- make an application for an authorised costs order – use form **GRC6**
- apply for permission to appeal to the Upper Tribunal – use form **GRC7**

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### If you need help

Contact the tribunal office if you need help with this application or how the tribunal works.

The tribunal cannot give legal advice.

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### Guidance on completing this form

Use another sheet of paper if there is not enough space for you to say everything. Add your name at the top of any additional sheets.

Write clearly if you are completing this form by hand.

## Section 1 – Applicant’s information

### 1.1 Details of applicant

Name of the person or the organisation

Contact name (if different)

### 1.2 Address

First line of address

Second line of address

Town or city

County (optional)

Postcode

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### 1.3 Contact details

Phone number

Mobile number

Email address

### 1.4 Is there more than one applicant?

Yes. I have included their details on a separate sheet,  
accompanying this form.

No

### Note for Section 1

The applicant can be a person or an organisation.

Add all your information even if you have other cases in the tribunal.

Use a separate sheet if you need to include details of more than one applicant.

## Section 2 – Applicant’s representative information

### 2.1 Do you have a representative?

Yes. **Go to question 2.2**

No. **Go to Section 3**

### 2.2 Details of applicant’s representative

First name

Last name

Company name

### 2.3 Address

First line of address

Second line of address

Town or city

County (optional)

Postcode

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### 2.4 Reference number for correspondence (optional)

### 2.5 Contact details

Phone number

Mobile number

Email address

### Note for Section 2

A representative is someone you want to represent you in dealing with the tribunal.

If you appoint a representative, the tribunal office will only correspond with your representative.

## Section 3 – Your complaint to the Information Commissioner

**3.1** When did you make your complaint?

Day	Month	Year

**3.2** How did you make your complaint?

**3.3** Has your complaint been given a reference number by the Information Commissioner?

Yes. The reference number is (or if unknown, write 'unknown')

No

## Section 4 – Late applications

**4.1** If this application to the tribunal is late, or you are not sure if it will be received in time, explain why and include any supporting evidence you have when sending this form.

### Note for Section 3

If you have one, include a copy of your complaint with this form.

### Note for Section 4

Your application should reach the tribunal within 28 days of the expiry of six months from the date on which the Information Commissioner received your complaint.

The tribunal will only consider a late application if you give reasons why it is late.

You should also list the evidence you are sending in the Checklist section at the end of this form.

## **Section 5 – Reasons for your application**

### **5.1 Why are you making this application?**

Provide as much information as you can and enclose all correspondence to or from the Information Commissioner concerning your complaint. The tribunal will use your answer and any other evidence you provide when considering your application.

### **Note for Section 5**

Use another sheet of paper if there is not enough space for you to say everything.

Add your name at the top of any additional sheets.

## Section 6 – The order you want the tribunal to make

### 6.1 What order are you asking the tribunal to make?

#### Note for Section 6

The tribunal can only make an order requiring the Commissioner to:

- take appropriate steps to respond to your complaint; or
- inform you of the progress of your complaint, or its outcome, within a certain time

If you are unsure, then consider getting legal advice. The Tribunal cannot give legal advice or tell you what to write in this section.

## Section 7 – Hearing

### 7.1 How do you want to have your application decided?

I want my application to be decided **with a hearing**

A tribunal will decide your application at a hearing that you can attend. This will either be in-person or by video.

I want my application to be decided **without a hearing**

A tribunal will decide your application by looking at the information and documents you and the other parties send.

#### Note for Section 7

The tribunal will decide on the type of the hearing.

## Section 8 – Reasonable adjustments

### 8.1 Do you, or anyone attending with you, need any additional support to participate?

#### Note 8.1

Some people need support to access information and use our services, for example:

- documents in alternative formats, colours and fonts
- help with communication, sight, hearing, speaking, interpretation or translation
- access and mobility support if a hearing takes place in person

## Statement of truth

I understand that in certain circumstances proceedings for contempt of court may be brought against anyone who makes, or causes to be made, a false statement in a document verified by a statement of truth without an honest belief in its truth.

**I believe** that the facts stated in this form and any additional pages are true.

**The applicant believes** that the facts stated in this form and any additional pages are true. **I am authorised** by the applicant to sign this statement.

## Signature

Applicant

Applicant's representative

## Date

Day	Month	Year

Full name

## Checklist

### List of documents that need to be included with the application:

a copy of your complaint (if you have one)

a copy of any correspondence received from the Information Commissioner in relation to your complaint

copies of any evidence to support a late application (Section 4)

List all the evidence you are sending with this form:

## What to do next

Send the completed and signed form and any documents from the Checklist using the details shown below:

### Email address

[GRC@justice.gov.uk](mailto:GRC@justice.gov.uk)

or

### Address

HM Courts & Tribunals Service  
General Regulatory Chamber  
First-tier Tribunal  
PO Box 9300  
Leicester  
LE1 8DJ

### Phone

0300 123 4504

## Next steps

The tribunal will consider your application and let you know the outcome.

You can find out more on:

[www.gov.uk/courts-tribunals/first-tier-tribunal-general-regulatory-chamber](http://www.gov.uk/courts-tribunals/first-tier-tribunal-general-regulatory-chamber)

For information on how HM Courts and Tribunals Service process and store your data visit:

[www.gov.uk/hmcts/privacy-policy](http://www.gov.uk/hmcts/privacy-policy)