



An tOmbudsman Seirbhísí
Airgeadais agus Pinsean

Financial Services and
Pensions Ombudsman

Freedom Of Information Requests

Q4 2023 – Disclosure Log – Non-Personal Information Only

Date of Request	Requester Type	Request*	Date of Decision	Decision
09 October 2023	Individual	I am filing a request under the FOI act 2014 requesting a copy of all complaints/queries both internal and external in relation to multiple cases being assessed at the same time and/or any complaints/queries about duplication between decisions in the last 5 years. I am filing a further request for complaints/queries both internal and external about the drafting guidelines in the last 5 years.	17 October 2023	Refused
30 October 2023	Business/Interest Group	1. “Can you please list the number of devices deployed by your organisation 2. Does your organisation have plans to procure any of the below services: Cloud Computing, Software as a Service, Platform as a Service, Infrastructure as a Service, Anything as a Service 3. Does your organisation have any plans to procure the below services: Network, Cloud, Endpoint, Mobile, IoT, Application Security 4. Does your organization have any plans to procure	21 November 2023	Refused

		below services: data analytics, AI and Automation, Digital Transformation?"		
10 November 2023	Business/Interest Group	<p>1.Records relating to the number of Complaints presently pending completion.</p> <p>2.Records in relation to the time taken to process Complaints.</p> <p>3.Records of the policy of the FSPO in relation to the time taken to process Complaints.</p> <p>4.Records of the number of enquiries made to the FSPO in relation to its delays in completing Complaints.</p> <p>5.Records of the number of complaints made through the FSPO's internal complaints process concerning the FSPO's delay in (a) processing Complaints and (b) investigating and/or adjudicating on Complaints.</p>	12 December 2023	Granted in Part

**Please note: The wording used in the description of the request may not be the exact wording of the original request.*