

13 September 2023

ICO Case Reference IC-255446-L7Y0

Request for information

Request received 4 September 2023:

"I would also be grateful to know the statistics on how many service complaints are upheld at this stage."

Your request has been handled under the Freedom of Information Act 2000 (the FOIA). This legislation provides public access to recorded information held by a public authority unless an appropriate exemption applies.

Our response

We do hold information in scope of your request. Please see the table below:

Service Review	2020/ 21	2021/ 22	2022/ 23	2023/ 24	blank	Total
Not upheld	96	261	266	104	3	730
Partially upheld	36	104	92	35	1	268
Unassigned	12	12	0	2	28	54
Upheld	60	106	89	38	0	293
Total	204	483	447	179	32	1345

These are all the figures currently held in our casework management system. Please note that we do not retain information about service reviews indefinitely so some of the information above may be incomplete as records will have been deleted in line with our [Retention and Disposal Policy](#).

Where there is an 'unassigned' entry in our systems, or the entry is blank, the reviewer did not record the information, and it may be that this review does not relate solely to a service complaint, or the matter may be ongoing.

A service review is conducted when someone is unhappy with the level of service we have provided and have made a complaint to us. They do not apply where someone is unhappy with the outcome of their complaint or information request, as these are defined as a case review or information rights review.

Further information about how we handle service complaints is available in [Our service standards](#), and our [Service complaint policy](#) on the ICO website.

This concludes our response to your request.

FOI review procedure

If you are dissatisfied and wish to request a review of our decision or make a complaint about how your request has been handled you should write to the Information Access Team at accessicoinformation@ico.org.uk, or the postal address below.

Your request for internal review should be submitted to us within 40 working days of your receipt of this response. Any such request received after this time will be considered only at the discretion of the Commissioner.

If having exhausted the review process you are not content that your request or review has been dealt with correctly you have a further right of appeal to this office in our capacity as the statutory complaint handler under the legislation.

To make such an application, please write to our FOI Complaints and Compliance team at the address given, or visit our website at [Official information concern | ICO](#).

Your information

Our [Privacy Notice](#) explains what we do with the personal data you provide to us and what your rights are. This notice includes entries regarding the specific purpose and legal basis for the ICO processing information that people such as [information requesters](#) have provided to us.

The length of time we keep information is laid out in our [retention and disposal policy](#).

Yours sincerely

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Strategic Planning and Transformation

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