

7 November 2023

IC-266317-F0P5

Request

You asked us:

Please also tell me how many other DPA2018 complaints the ICO has received in relation to the Student Loans Company in the last three years, along with what penalties have been rendered by the ICO.

We received your request on 29 August 2023.

Please accept our sincere apologies for the delay in providing a response. Your request was not passed to the Information Access Team until 26 October 2023.

We have handled your request under the Freedom of Information Act 2000 (the FOIA).

Our response

I can confirm that we hold some information which falls within the scope of your request.

The table below contains the number of complaints received about the Student Loans Company Limited in the 3 years preceding your request.

Date range	Number of complaints
September 2020 - August 2021	30
September 2021 - August 2022	24
September 2022 - August 2023	11
Total	65

We publish [datasets](#) about the complaints we have received which may be of interest to you. The data sets currently cover the period from quarter 4 of the 2020/21 financial year up to and including quarter 1 of the current financial year. You can filter the data sets by the 'submitted about account' which would allow you to locate basic details of the complaints we have received about the Student Loans Company Limited.

We have undertaken searches of our records and can confirm that we have not issued any penalties to the Student Loans Company Limited in the past 3 years.

This concludes our response.

Next steps

You can ask us to review our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days.

You can read a copy of our full review procedure [here](#).

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority.

You can [raise a complaint through our website](#).

Your information

Our [Privacy notice](#) explains what we do with the personal data you provide to us, and set out your rights. Our retention schedule can be found [here](#).

Yours sincerely