

12 March 2024

IC-290117-G1X9

Request

You asked us for a dataset concerning the FOI/EIR complaints that we have received between November 2023 and February 2024. You have requested an updated version of our response to [IC-267831-K0S7](#).

We received your request on 22 February 2024.

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

Our response

We can confirm that we hold information in scope of your request. Please see the table below showing the current caseload for FOI and EIR complaints.

Case Status	Number of Cases
Awaiting Further Evidence	242
Case Officer Review	4
In Progress	62
Investigation	747
Received	250
Total	1305

Datasets of complaints from members of the public that we have handled, or are currently handling, are routinely published on our website here: [Complaints under s50 of the Freedom of Information Act 2000 | ICO](#).

The most recent dataset is Q2 2023/2024 which goes up to September 2023. The data for Q3 is due to be published shortly and the data for Q4 will follow within the next three months.

As this information is due to be published in the near future, we are withholding this information pursuant to section 22 of the FOIA. This exempts information which is held with a view to its publication at a future date and when it is reasonable in that the information should be withheld from disclosure until that date.

The exemption at section 22 is qualified by the public interest test, meaning that the information should be disclosed if the public interest in the maintenance of the exemption does not outweigh the public interest in disclosure.

In this case the public interest factors in disclosing the information are:

- A general public interest in the number of FOI complaints that the ICO receive and how they are dealt with.

The factors in favour of withholding the information are:

- The ICO has a history of publishing this information on quarterly basis which will include the relevant information soon (and at that point the information will be in the public domain), there is a clear commitment to publishing this information within a short timescale.
- The information is not readily available, to prepare this information for disclosure earlier than our intended date of publication would be a duplication of work and not be an efficient use of resources when we intend to publish this information in due course.
- Earlier disclosure is not necessary to satisfy any pressing public interest at the present time.

Having considered all of these factors we have taken the decision that the public interest in withholding the information outweighs the public interest in disclosing it.

This concludes our response to your request.

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](#) on our website.

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 sets out [your rights](#). Our [Retention and Disposal Policy](#) details how long we keep information.

Yours sincerely,



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