

22 July 2022

ICO Case Reference number: IC-177293-N3T6

Request

You asked us: *"I am writing to request to see the total number of reported nuisance calls reported to you in the last 24 months. I would like to know what kind of nuisance calls are being reported and regional information on all 9 regions of the UK plus any sub-regional information you have on towns/cities which report the most nuisance calls."*

We received your request on 23 June 2022.

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

Our response

We hold information in the scope of your request.

We have collated information from 1 June 2020 to 31 May 2022 and have focused on the date the call was reported to us.

The ICO records live and automated calls separately.

In relation to live calls, the ICO has received the following number of complaints:

2020	29876
2021	50579
2022	16017
Total	96472

In relation to automated calls, the ICO has received the following number of complaints:

2020	33525
2021	56985
2022	6381
Total	96891

When submitting a form, the "what was the call about" section is not mandatory and complainants can enter multiple entries for the section. As such, it is not always possible to determine exactly which type of nuisance call is being reported to us. However, I have included these entries in the interests of transparency so you can view the complaints we have received.

In relation to geographical information, the ICO only records a partial postcode and it is not mandatory to provide this when reporting a call to us. Some complainants have entered non postcode data, for example an ampersand or a numerical value. These have been removed from the spreadsheets provided as it would not be providing meaningful information. In light of this, the figures given above will differ from the entries on the spreadsheet.

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



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data see our [privacy notice](#)**