

Date: 10 February 2023

IC-213602-J6T9

Request

You asked us:

"Please confirm the number of complaints you receive about West Midlands Police (WMP) not complying with DSARs or FOIs and have you taken any action on this."

We received your request on 26 January 2023.

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

Our response

I can confirm we hold information in the scope of your request.

I will now provide some information to help you understand the context of the data provided below. The ICO changed from one case management system, CMEH, to another, ICE 360. Due to this, how we record outcomes for complaints has changed. I have therefore provided the information in two datasets, separating the information held on each system.

Please see the tables below showing the total number of FOI and DSAR complaints that they ICO has received about WMP, and the decisions taken.

The information below shows the date that the complaint was reported to the ICO. The data has been provided in financial years which run from 1 April to 31 March. As you did not specify the date range for the information that you are seeking, we have provided all information that is currently held on our case management systems.

CMEH

	DSAR complaints	FOI complaints
2020/21	16	1

Complaint outcome – DSAR	Total
Compliance advice given to DC	1
Concern to be raised with DC	2
DC action required	1
General advice given to DC	6
No action for DC	6

Complaint outcome – FOI	Total
Closed - DN served - upheld	1

Further information on the outcome types can be found here:

[CMEH – DP case outcomes](#)

[CMEH – FOIA case outcomes](#)

ICE 360

	DSAR complaints	FOI complaints
2020/21	6	10
2021/22	9	8
2022/23	2	6

Complaint outcome – DSAR	Total
Informal action taken - potential infringement - more work for org - failed to respond to ind complaint	2
Informal action taken - potential infringement - more work for org - unsatisfactory response to ind complaint	1
Informal action taken – infringement - more work for org - unsatisfactory response to ind complaint	4
Informal action taken – infringement - more work for org - failed to respond to ind complaint	1

Informal action taken – infringement - DP complaint resolved by org	1
No further action - insufficient information to proceed	7
No further action - good practice advice provided	1

Complaint decision – FOI	Total
Action taken – DN served – not upheld	14
Action taken - informal action taken - withdrawn	1
No further action – not FOI	1
No further action – insufficient information to proceed	4
No further action – undue delay	1
No further action – unassigned	1
No further action – withdrawn	1
Unassigned	1

Further information on the outcome types can be found here:

[ICE – DP case outcomes](#)

[ICE – FOI case outcomes](#)

Unassigned complaints have recently been received, this means that the ICO has not yet determined the outcome of the case.

I can also advise that the ICO posts datasets about the complaints we receive onto our website. Should you require any other information about the complaints we have received, this is available [here](#).

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 [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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Planning Service
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