

11 May 2023

Case Reference IC-229496-X9Q5

Request

You asked us for:

"1. How many complaints are regarding the Police per year? Provide the answer for the past 5 years in terms of the Police as a whole and then specifically the Metropolitan Police.

2 . How many of the Police complaints are found in favour of the Complainant per year? Provide the answer for the past 5 years in terms of the Police as a whole and then specifically the Metropolitan Police.

3. How many cases which are found in favour of the Police are then taken to the ICO complaints process by the Complainant? Provide the information for the Police as a whole and then specifically for the Metropolitan Police."

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

Our response

The ICO regularly disposes of information in line with our [Retention and Disposal Policy](#). We typically do not hold information about Freedom of Information (FOIA) or Data Protection complaints for more than 2 years. This means that we do not hold the information you have requested for all of the last 5 years.

However, we have provided the information you have requested relating to all of the FOIA and Data Protection complaint data we do hold regarding police forces.

For the FOIA, this includes complaints received between 23 July 2019 (the oldest record we hold) and 26 April 2023 (the date of your request). The oldest FOIA complaint we hold specifically regarding the Metropolitan Police is from 8 November 2019.

For Data Protection Complaints, this data range is 16 August 2019 to 26 April 2023. The oldest data protection complaint we hold for the Metropolitan Police dates to 18 April 2020.

It may be helpful to explain that the ICO does not categorise complaints as being found for or against the complainant. For FOI complaints, outcomes are categorised as 'Action taken,' 'Informal action taken,' 'No Further Action,' or 'Regulatory action taken.' These are also given secondary case closure reasons, which can be seen in the table below.

Data Protection complaints are categorised as 'Informal action taken,' 'No Further Action,' or 'Unassigned.' These also have secondary closure reasons which can be seen in the table below.

Please find below charts showing the number of FOIA and data protection complaints and their outcomes divided by year. Where an outcome is listed is 'Unassigned' it indicates that the case is still ongoing and so no outcome has been determined.

FOIA Complaints received regarding police forces

Count of Case Reference Row Labels	Column Labels					Grand Total
	2019/20	2020/21	2021/22	2022/23	2023/24	
Action taken	12	53				65
DN served	11	41				52
Informally resolved	1	12				13
Informal action taken	1	38	75	43	2	159
Informally resolved	1	38	75	42	2	158
Unassigned				1		1
No Further Action	2	212	261	239	12	726
Informally resolved	2	65	39	17	9	132
No action		137	213	208	3	561
Not information rights		5	9	9		23
Unassigned		5		5		10
Regulatory action taken	3	59	140	127		329
DN served	3	59	140	127		329
Unassigned			1	22	44	67
Unassigned			1	22	44	67
Grand Total	18	362	477	431	58	1346

FOIA Complaints regarding the Chief Constable Commissioner for the Metropolis (Metropolitan Police Service)

Count of Case Reference Row Labels	Column Labels					Grand Total
	2019/20	2020/21	2021/22	2022/23	2023/24	
Action taken	2	7				9
DN served	2	6				8
Informally resolved		1				1
Informal action taken		9	11	15		35
Informally resolved		9	11	14		34
Unassigned				1		1
No Further Action		32	48	57	1	138
Informally resolved		8	8	5	1	22
No action		23	40	49		112
Not information rights		1		1		2
Unassigned				2		2
Regulatory action taken	2	11	31	26		70
DN served	2	11	31	26		70
Unassigned				1	7	8
Unassigned				1	7	8
Grand Total	4	59	90	99	8	260

Data Protection Complaints received regarding police forces

Count of Case Reference Row Labels	Column Labels					Grand Total
	2019/20	2020/21	2021/22	2022/23	2023/24	
Informal Action taken	8	534	597	591	13	1743
Infringement		111	335	463	13	922
Potential infringement	8	423	262	128		821
No Further Action	8	585	785	795	6	2179
Infringement		2				2
Infringement - regulatory action criteria not met		1				1
No action	4	313	480	462	3	1262
No infringement	4	253	280	312	2	851
No order made				2		2
Not information rights		13	25	19	1	58
Potential infringement		3				3
Unassigned			3	77	93	173
Unassigned			3	77	93	173
Grand Total	16	1119	1385	1463	112	4095

Data Protection Complaints regarding the Chief Constable Commissioner for the Metropolis (Metropolitan Police Service)

Submitted About Account		Chief Constable Commissioner for the Metropolis (Metropolitan Police Service)				
Count of Case Reference	Column Labels					Grand Total
Row Labels	2020/21	2021/22	2022/23	2023/24		
Informal Action taken	116	175	158	11	460	
Infringement	7	60	138	11	216	
Potential infringement	109	115	20		244	
No Further Action	70	108	127	2	307	
No action	59	71	82	1	213	
No infringement	9	35	39	1	84	
No order made			2		2	
Not information rights	2	2	4		8	
Unassigned		1	7	9	17	
Unassigned		1	7	9	17	
Grand Total	186	284	292	22	784	

As stated above, the ICO does not classify complaints as being decided for or against the complainant. We have therefore included below information regarding the number of all police data protection complaints for which a case review completed. A case review is done when a complainant is unhappy with the outcome of their complaint.

The ICO does not track the number of internal reviews for FOIA complaint cases. This means that no information is held regarding how many FOIA complaints were taken through a complaint process.

Case reviews for data protection complaints regarding police forces

Count of Case Reference	Column Labels					Grand Total
Row Labels	2019/20	2020/2 1	2021/2 2	2022/2 3	2023/2 4	Grand Total
Awaiting Further Evidence				4	1	5
Awaiting Further Information				5		5
Case Officer Review			2	5	1	8
Case Officer Review Completed	2	65	163	148		378
Completed	11	945	1091	1157	19	3223
In Progress				54	20	74
Investigation				1		1
Received					71	71
Review			1	8		9
Review Completed	3	109	128	81		321
Grand Total	16	1119	1385	1463	112	4095

Case reviews for data protection complaints regarding Chief Constable Commissioner for the Metropolis (Metropolitan Police Service)

Submitted About Account	Chief Constable Commissioner for the Metropolis (Metropolitan Police Service)

Count of Case Reference	Column Labels				Grand Total
Row Labels	2020/21	2021/22	2022/23	2023/24	Grand Total
Case Officer Review		1	2		3
Case Officer Review Completed	8	34	39		81
Completed	167	231	238	13	649
In Progress			3	8	11
Received				1	1
Review			2		2
Review Completed	11	18	8		37
Grand Total	186	284	292	22	784

We hope you have found this information useful.

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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