

6 September 2023

IC-251426-W5Q5

Request

You asked for the following information for the years 2019/20, 2020/21, and 2021/22:

How many complaints / appeals about non-disclosure did ICO receive in total?

How many complaints / appeals against Public Sector organisations about non-disclosure did ICO receive in total?

How many complaints / appeals against the Police about non-disclosure did ICO receive in total?

How many complaints / appeals against the Metropolitan Police Service about non-disclosure did ICO receive in total?

How many complaints / appeals against Greater Manchester Police about non-disclosure did ICO receive in total?

How many complaints / appeals against the Police about non-disclosure did ICO examine?

How many complaints / appeals against the Police about non-disclosure did ICO log but not examine?

Of the complaints / appeals against the Police about non-disclosure that ICO examined, how many were upheld?

Of the complaints / appeals against the Police about non-disclosure that ICO examined, how many were rejected?

Your request, received on 15 August 2023, has been handled under the Freedom of Information Act 2000 (the FOIA).

Response

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

Datasets of our [data protection complaints](#) and [Freedom of Information complaints](#) casework are available on our website for the period between Q4 2020/21 and Q4 2022/23.

You can filter the columns to find the information you are interested in. For example, on the data protection complaints datasets you can select 'Art 15' and 'Art15(3)' in column P to show complaints relating to subject access requests. Columns can also be filtered by sector, sub-sector, organisation and decision outcome. A document explaining the case outcome descriptions can be found on the above links.

We do not hold datasets for the period prior to this, but figures for the number of complaints received, outcomes, sector, and reasons for complaint can be found in the 'Annex: Operational performance' section of our [annual reports](#).

As the above information is available on our website, it is technically withheld under section 21 of the FOIA. This exemption relates to information that is reasonably accessible to the applicant.

This concludes our response to your request.

FOI review procedure

If you are dissatisfied and wish to request a review of our decision or make a complaint about how your request has been handled you should write to the Information Access Team at the address below or e-mail icoaccessinformation@ico.org.uk.

Your request for internal review should be submitted to us within 40 working days of receipt by you of this response. Any such request received after this time will only be considered at the discretion of the Commissioner.

If having exhausted the review process you are not content that your request or review has been dealt with correctly, you have a further right of appeal to this office in our capacity as the statutory complaint handler under the legislation.

To make such an application, please write to our Customer Contact Team at the address given or visit our website if you wish to make a complaint

under the FOIA.

Your information

Please note that our [Privacy notice](#) explains what we do with the personal data you provide to us and what your rights are. This includes entries regarding the specific purpose and legal basis for the ICO processing information that people that have provided us with, such as an [information requester](#).

The length of time we keep information is laid out in our retention schedule, which can be found [here](#).

Yours sincerely



Information Access Team
Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire
SK9 5AF
ico.org.uk twitter.com/iconews
Please consider the environment before printing this email
For information about what we do with personal data see our [privacy notice](#)