

9 October 2023

**IC-257881-X3G3**

**Request**

You asked us:

*"Can you please supply to me the number of complaints that have been lodged with the ICO due to the Greater Manchester Police not supplying the information requested off them either by not meeting the 20 working day limit or not providing information at all for the following years.*

*2022-2023  
2021-2022  
2020-2021  
2019-2020  
2018-2019"*

We received your request on 14 September 2023.

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

**Our response**

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

Please note that we have interpreted your request as a request for the number of complaints where at least part of the reason for the complaint was that information had not been provided in response to an information request. This includes both subject access requests and FOIA requests, including circumstances where a response was late, and circumstances where information had been withheld from disclosure.

Please also note that whilst you have specified timeframes going back to the 2018/19 financial year, many complaints that will have been brought to us from that time period will have been deleted from our systems due to our retention

policy. Consequently there were no cases held from the 2018/19 financial year, and just one case from the 2019/20 financial year.

Please see below for the information you requested.

Year	No. of cases in scope
2019/20	1
2020/21	45
2021/22	83
2022/23	47

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



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