

7 September 2023

IC-254943-W2X3

Request

You asked us:

"Please could you indicate how rapidly concerns raised with the ICO that relate to the EIRs have been dealt with, what the spread of time taken is for such cases and how many cases remain open for prolonged periods (say, longer than 6 months), and why?"

We received your request on 28 August 2023.

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

Our response

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

Please see the table below showing the total number of EIR complaints that we have received in 2021, 2022 and 2023, and the length of time that it took to close those cases.

	No of days received to close							Open	Total
	0 – 30	31– 60	61 - 90	91 - 120	121 - 150	151 - 180	181 and over		
2021	15	49	53	2	3	4	185	-	311
2022	21	102	40	26	28	28	101	-	346
2023*	54	50	19	8	8	2	3	49	193

*01/01/2023 – 01/09/2023

None of the open cases have been open for longer than 6 months.

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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