

1 December 2023

IC-270444-V6X2

Request

You asked us:

"I am wondering which public authorities (government departments, agencies and public bodies) the most complaints made about how they deal with FOI requests to the ICO in the past 3 years and if possible, how many were upheld. Whilst I understand that how many total Freedom of Information these public authorities have received is not likely something the ICO would hold in that time, the number of complaints would be helpful information to have."

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

Our response

We have searched our records based on the information you have provided and can confirm that we hold some information within the scope of your request.

Please find attached a list of all of the public authorities the ICO has records of receiving FOI complaints about between 15 November 2020 and 15 November 2023 (the date of your request), ranked by number of complaints.

The ICO publishes the outcome of all FOI complaints we receive [on our website](#). Because this material is already reasonably accessible to you, it is technically withheld under section 21 of the FOIA. This exempts information which is reasonably accessible to the applicant through means other than a request under the FOIA.

It is an absolute exemption, which means it is not necessary for us to consider any public interest test.

Additionally, the ICO does not track the number of FOI requests received by public authorities. This means for that part of your request, no information is held.

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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data see our [privacy notice](#)**