

23 January 2024

IC-281948-H8Y8

Request

On 11 January 2024 you made the following request:

For the time period between 1st January 2023 and 31st December 2023, please can you share the following information:

- a. How many complaints the ICO received about spam texts and nuisance sales calls*
- b. If possible, split between spam text messages, recorded voice/automated calls and sales calls from a real person/live calls*
- c. If possible, what each report was about (eg Banking/Energy supply)*

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

Response

We hold information that falls within scope of your request. Our searches focused on complaints reported via the following page:

[Nuisance calls and messages](#)

Between 1 January 2023 and 31 December 2023 the ICO received 51072 complaints about spam texts and nuisance calls.

12610 were about automated calls
31163 were about live calls
7299 were about spam text messages

In relation to c. we have attached datasets that display the information in relation to automated calls (disclosure 1), live calls (disclosure 2) and spam text messages (disclosure 3).

Please note that our online reporting form enables complainants to select multiple categories, and the attached datasets list the options selected in each case.

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](#) on our website.

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 sets out [your rights](#). Our [Retention and Disposal Policy](#) details how long we keep information.

Yours sincerely



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