

2 February 2024

IC-285314-P8Q7

Request

You asked us:

"I seek the following information regarding complaints received by the ICO over the past five years:

1. Data Protection: The total number of complaints received by the ICO concerning data protection issues related to Countess of Chester Hospital NHS Foundation Trust. Please provide a yearly breakdown for each of the past five years.

2. Freedom of Information: The total number of complaints received by the ICO concerning issues related to the Freedom of Information Act in relation to Countess of Chester Hospital NHS Foundation Trust. Please provide a yearly breakdown for each of the past five years.

This information is sought to assess the frequency and nature of concerns raised about data protection and freedom of information practices specifically associated with Countess of Chester Hospital NHS Foundation Trust. Such data will be invaluable in understanding the hospital's compliance with relevant laws and regulations."

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.

We have included a breakdown by year in which we received each complaint in the below table. Due to the way in which our casework management system produces automated reports, we have done so by financial year.

It is also important to note that the financial year 2023/24 ends in April, and is therefore still ongoing. This means that the data for the year 2023/24 is therefore incomplete.

As of 31 January 2024, we hold information about a total of 15 data protection complaint cases and 17 freedom of information complaint cases received regarding Countess of Chester Hospital NHS Foundation Trust. These are as follows:

Financial Year	Total number of DP cases received	Total number of FOI cases received
2019/20	1	0
2020/21	3	0
2021/22	4	3
2022/23	3	1
2023/24	4	16

We proactively publish information about the complaint cases we handle in the [complaints and concerns data sets](#) on our website. These are published quarterly in .csv format, and are searchable, including by data controller or public authority as appropriate.

We also publish details of [decision notices issued under the FOIA](#) and other notable action we've taken in the [action we've taken](#) section of our website.

Where the above information is already available to you via our website, technically it is withheld under section 21 of the FOIA. Section 21 exempts information which is reasonably accessible to the applicant through means.

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](#) 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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