

5 February 2024

IC-284080-P1K9

Request

You asked us:

Please disclose information held (up to 25/01/24) with regards to;

- 1. Number of outstanding complaints that have yet to be allocated to a caseworker*
- 2. Number of complaints that have been allocated a caseworker and are being progressed*
- 3. Number of outstanding subject access requests to the ICO that have yet to be allocated to a caseworker*
- 4. Number of subject access requests to the ICO that have been allocated a caseworker and are being progressed*

We received your request on 25 January 2024.

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

Our response

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

Our reporting only allows us to view figures from the date the report is run, therefore the below figures are based off a report from 2 February 2024.

1. Number of outstanding complaints that have yet to be allocated to a caseworker.

DP Complaints - 6477
FOI complaints - 769

2. Number of complaints that have been allocated a caseworker and are being progressed

DP Complaints - 1829
FOI complaints - 561

3. Number of outstanding subject access requests to the ICO that have yet to be allocated to a caseworker.

GDPR information rights cases - 9

4. Number of subject access requests to the ICO that have been allocated a caseworker and are being progressed

GDPR information rights cases - 40

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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