

5 February 2024

IC-284168-G2S8

## Request

On 25 January 2024 you made the following request:

*Please will you state*

*(a) how many complaints the ICO has received about London Borough of Waltham Forest (LBWF) handling of FIA and SAR requests in the calendar years 2021-23; and*

*(b) how many of these the ICO has upheld (i.e, agreed with the complainant that LBWF is at fault).*

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 and this has been provided below. Please note that part (b) of your request does not reflect how we record outcomes for complaints so the relevant outcomes have been provided instead.

### FOI complaints

<b>Outcome</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>Total</b>
<b>Informal action taken</b>				
Informally resolved - Disclosure	2	1	2	5
Informally resolved - Withdrawn	2	4	2	8
<b>No Further Action</b>				
Informally resolved - Disclosure	1	0	0	1
Informally resolved - Withdrawn	7	0	6	13

<b>No action</b>				
Abandoned	1	0	0	1
Insufficient information to proceed	12	14	1	27
Unassigned	0	1	0	1
Undue delay	1	1	0	2
<b>Not information rights</b>				
Not FOI	1	2	0	3
<b>Regulatory action taken</b>				
DN served - Not upheld	11	2	1	14
DN served - Partially upheld	0	1	0	1
DN served - Upheld	3	6	6	15
<b>Grand Total</b>	<b>41</b>	<b>32</b>	<b>18</b>	<b>91</b>

### SAR complaints

<b>Outcome</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>Total</b>
<b>Informal action taken</b>				
Infringement - DP complaint resolved by org	2	0	0	2
Infringement - More work for org - contacted to raise awareness of ind complaint	0	0	2	2
Infringement - More work for org - failed to respond to ind complaint	3	0	1	4
Infringement - More work for org - unsatisfactory response to ind complaint	2	0	3	5
Potential infringement - More work for org - failed to respond to ind complaint	1	0	1	2
Potential infringement - More work for org - unsatisfactory response to ind complaint	0	1	0	1
<b>No Further Action</b>				
No action - Insufficient information to proceed	4	7	0	11
No infringement - Good practice advice provided	1	1	0	2
No infringement - No action	2	2	2	6
<b>Not information rights</b>				
Not DP	0	0	1	1
<b>Regulatory action taken</b>				
Reprimand issued - unassigned	1	0	0	1
<b>Grand Total</b>	<b>16</b>	<b>11</b>	<b>10</b>	<b>37</b>

Please also note that we publish information about action we've taken [here](#), and data sets relating to our casework (including complaints) [here](#).

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



Information Access Team  
Strategic Planning and Transformation  
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF  
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