

15 March 2024

Reference number: IC-291822-Q6Y9

Request

You asked us: *"Can I have a total for 2022 & 2023 separately for the top 5 police forces in order (with the number of complaints in each case) that have resulted in complaints to the ICO?"*

We received your request on 4 March 2024.

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

Our response

Having searched our records, we can confirm we hold information in the scope of your request. Please find the information for 2022 below:

Police Force	Number of complaints received
Chief Constable Commissioner for the Metropolis (Metropolitan Police Service)	385
Chief Constable Greater Manchester Police	119
Chief Constable of The Police Service of Scotland (Police Scotland)	90
Chief Constable Kent Police	86
Chief Constable Sussex Police	76

Please note, we do not hold a full set of data for 2022. Some cases, both received and completed, prior to 4 March 2022, will have already been deleted. This is in accordance with our retention schedule.

Please find the information for 2023 below:

Police Force	Number of complaints received
Chief Constable Commissioner for the Metropolis (Metropolitan Police Service)	499

Chief Constable Greater Manchester Police	143
Chief Constable Sussex Police	142
Chief Constable of The Police Service of Scotland (Police Scotland)	107
Chief Constable Kent Police	78

Please also note, these figures have been combined to give the total of both the Freedom of Information and Data Protection complaints we have received.

This concludes our response.

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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