

30 May 2024

ICO Case Reference IC-307918-C5K7

Request for information

Request received 21 May 2024:

"Do you have:

- a) The total number of complaints that the ICO receives.*
- b) The number of complaints that you "uphold". At the case level rather than the civil investigations level."*

Your request has been handled under the Freedom of Information Act 2000 (the FOIA). This legislation provides public access to recorded information held by a public authority unless an appropriate exemption applies.

Our response

We do hold information in scope of your request. You can access the information you have requested in our [Annual reports](#) (our casework is detailed in the Operational Performance annex) and in our [Complaints and concerns data sets](#).

The datasets include the case outcomes. Please note that we do not 'uphold' complaints. We publish [case outcome descriptions for DP complaints](#), and [case outcome descriptions for FOIA complaints](#) on our website alongside the datasets. These explain how we record complaint case outcomes.

If you are interested in data prior to that which we currently hold on our website, you can access archived versions of the ICO website via The National Archives at [UK Government Web Archive \(nationalarchives.gov.uk\)](http://nationalarchives.gov.uk). Our datasets and Annual Reports can be found in the About the ICO > Our Information section of our website.

Because the information requested is already reasonably accessible to you, technically it is withheld under section 21 of the FOIA. Section 21 states that we do not need to provide you with a copy of information when you already have access to it. However, we have provided the links above for your convenience.

This concludes our response to your request.

Next steps

You can ask us to review our response. Please let us know in writing within 40 working days if you want us to carry out a review.

You can read a copy of our full [review procedure](#) on our website.

If we perform a review but you remain dissatisfied, you can [raise a complaint](#) to the ICO as regulator of the Freedom of Information Act. This complaint will be handled just like a complaint made to the ICO about any other public authority.

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

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For information about what we do with personal data, please see our [privacy notice](#)