

30 May 2024

ICO Case Reference IC-305086-C5J2

Request for information

Request received 8 May 2024:

"Can you please inform me of the number of complaints, general enquiries, Ministerial Correspondence, Parliamentary Questions and Treat Officials your organisation have received in 2022 and 2023 calendar years."

We advised that the ICO is not a UK government department and clarification of the request was sought. The request was refined on 13 May 2024 as follows:

"I will be satisfied with the information on the number of complaints and enquiries from the public, and the number of occasions the ICO have been asked for input to a PQ response."

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.

Complaints and enquiries

Members of the public can make complaints and requests for advice via email, web form and post. These are recorded in our casework management system. They can also make enquiries and ask for advice via our online live chat or telephone helpline.

The figures for complaint and advice cases received and recorded in our casework management system in 2022 and 2023 are as follows:

	Data protection complaints received	FOI complaints received	Advice requests received
2022	33,344	5,689	9,082
2023	38,530	7,347	9,300

Based on the figures collated for our [corporate scorecards](#), contacts received in 2022 and 2023 via other gateways for the public are as follows:

	Public Advice service helpline enquiries answered	Public Advice service live chats answered
2022	93,782	29,392
2023	102,112	27,406

Parliamentary questions

Although not a government department, the ICO is occasionally asked to contribute to responses to Parliamentary Questions. The number of instances in 2022 and 2023 is as follows:

	Number of times ICO was contacted re responses to PQs
2022	10
2023	6

This concludes our response to your request.

Further information

The ICO publishes some of the information requested, albeit by financial year as opposed to by calendar year, in the Operation Performance Annex to our [Annual reports](#). We also pro-actively publish information about the complaints we receive in our [Complaints and concerns data sets](#).

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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Telephone: 0303 123 1113. Website: ico.org.uk
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