

31 May 2024

IC-304739-R8B4

Request

You asked us:

"It would be worth asking the ICO exactly how many times it has received complaints about EEAST over matters such as data protection, information governance and freedom of information"

We received your request on 7 May 2024.

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

Our response

I can confirm that we hold information in scope of your request.

At the time of your request, we hold 58 total complaints regarding East of England Ambulance Service. These are held on two separate accounts for the same data controller; the specific number for each account is 52 complaints on the account named 'East of England Ambulance NHS Trust', and 6 complaints on the account named 'East of England Ambulance Service Trust.'

Please note that complaint cases are deleted from our systems two years after case closure, in line with our [retention policy](#). The above figures, therefore, are an accurate reflection of the complaints cases we currently hold, but not necessarily an accurate reflection of the total number of complaints we have received regarding this organisation.

Information about complaints cases older than this may be found in [our datasets](#), which hold information about cases closed as far back as Q4 2020/21.

Information held specifically about FOI complaints may also be found on our

[Decision Notices page](#), which lists the Decision Notices we have issued about FOI complaints from 2005 onwards.

This page can be filtered to search for Decision Notices about specific public authorities. Search results for Decision Notices about East of England Ambulance Service NHS Trust can be found [here](#), and search results about East of England Ambulance Trust can be found [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 [here](#).

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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