

26 June 2024

IC-313748-P2Z1

Request

On 18 June 2024 you made the following request:

Please provide details by year (calendar year or any other year that may be used for reporting purposes).

- 1. Absolute number of complaints and as a percentage about organisations where the original response from the ICO was subsequently asked to be reviewed.*
- 2. Absolute number of those reviews and as a percentage that were overturned.*

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. We have interpreted this as a request for details about data protection and FOI complaints.

The first table shows the numbers and percentages of complaints received and their review status. The second table shows the outcome of reviews. The third table shows the outcome percentages minus those recorded as NULL (ie reviews that have been set up in error then deleted).

We have explained how we review complaints and record outcomes on the next page.

DP/EIR/FOI complaint status	2023/24	2024/25	Total
No review	37668	9520	47188
	88.28%	88.51%	88.33%
Case Officer Review Completed	3585	934	4519
	8.40%	8.68%	8.46%
Review Completed	1415	302	1717
	3.32%	2.81%	3.21%
Total	42668	10756	53424

Review outcomes (complaints with 'Review Completed' status only)	2023/24	2024/25	Total
Not upheld	1179	241	1420
NULL	9	4	13
Partially upheld	103	19	122
Unassigned	20	26	46
Upheld	104	12	116
Total	1415	302	1717

Review outcome percentages (excluding NULL entries)	2023/24	2024/25	Total
Not upheld	83.85%	80.87%	83.33%
Partially upheld	7.33%	6.38%	7.16%
Unassigned	1.42%	8.72%	2.70%
Upheld	7.40%	4.03%	6.81%

First of all, please note that we only retain casework records for two years in line with our [retention policy](#), and the ICO reports in financial years, so the information has been presented accordingly (ie for the two most recent financial years). We do not hold complete records for any earlier financial years although some limited information about older complaints can be found in published [data sets](#), [annual reports](#) and [archived versions of our website](#).

There are two types of review that might be undertaken by the ICO in relation to complaints. A case marked 'review completed' on our casework management system has been reviewed by someone other than the case handler (usually a manager) following a complaint about the outcome.

An outcome for this type of review is recorded separately to the outcome of the original complaint (see the second table above). 'Unassigned' means the reviewer has not completed the outcome of the review. 'NULL' means the case had a review set up but was then deleted, which typically applies when a review has

been set up in error. These figures are included for completeness, but have not been included in the outcome percentages as these are not technically complaint outcomes.

This type of review is usually conducted for data protection complaint cases only. Other types of complaint have a different complaint/escalation processes (e.g. tribunal for FOI complaints). This response focuses only on our internal case review processes.

A case marked 'case officer review completed' involves a review of the outcome which is conducted by the case officer who handled the complaint, typically after new evidence is received on the case (rather than as a result of a complaint). A separate 'review' outcome is not recorded for this type of review and therefore none of the cases listed in the second or third tables involve this type of review, which can be conducted in relation to data protection, EIR or FOI complaint cases. Nor do we record any complaint outcome changes as a result of this type of review. Only final complaint outcomes are recorded, and these are published [here](#), or are due to be published in the near future.

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



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