

2 December 2024

Ref: IC-343935-W6N3

Request

You asked us:

"We currently have certain KPIs set with specific targets links to SARs/DPA requests i.e. number of requests responded to within the one calendar day timeframe, and it would be useful to understand whether the ICO has a specific threshold, where if an organisation dropped below that threshold in respect of responding on time to requests, it would cause further investigation by the ICO, or would cause the ICO to consider investigation?"

We received your request on 8 November.

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

Our response

We do not hold any information within the scope of your request. The ICO does not set thresholds for SAR compliance rates, where falling below a certain number of responses on time would trigger an investigation.

When considering undertaking a formal investigation with a view to taking regulatory action, the ICO would look at a range of factors in each case including compliance stats, the causes and impact of any identified poor performance and other mitigating and aggravating factors. You can find more information about how these decisions are taken [here](#).

You may find [this page](#) of our website helpful, it provides guidance for organisations on how to assess their own compliance rates in terms of timeliness for FOI requests.

These are not thresholds for regulatory action but are provided as guidance for organisations on the percentage of requests responded to on time that they should be aiming for and could be helpful for setting KPIs around SARs also.

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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