

7 January 2025

IC-351166-L4K4

## Request

You asked us:

*How many complaints have been made to your office regarding non compliance with statutory data access requests by citizens to the City of London police in 2023 please?*

*Do you have comparable per resident figures for any other police force in England?*

We received your request on 17 December 2023.

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

## Our response

We can confirm that we hold some information within scope of your request.

We publish our data sets regarding the complaints that we receive, You can access the information you have requested here: [Data protection complaints - data sets | ICO](#)

Because the information is already reasonably accessible to you, technically it is withheld under section 21 of the FOIA.

Section 21 states that we don't need to provide you with a copy of information when you already have access to it.

Please note, the ICO did not receive any complaints about City of London Police in 2023 so you will not find details of any complaints within the data sets. However, you will be able to find details of complaints made about other Police forces.

Complaints specifically about SAR's can be found by filtering the 'Decision Legislation Reason' tab.

### **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