

08 January 2025

IC-353585-T3C1

Request

- The total number of formal complaints received by the ICO that relate to Coutts & Company for calendar years of 2023 & 2024
- The total number of formal complaints received by the ICO that relate to Coutts & Company for calendar years of 2023 & 2024 that are specifically about Data Subject Access Requests & alleged mishandling

We received your request on 3 January 2025.

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

Our response

We hold some information in scope of your request.

We received five complaints about Coutts & Co in 2023 and three complaints in 2024.

[Datasets of our data protection complaint casework](#) can be found on our website. You can filter the datasets by organisation name (column O) and decision reason (column N) to locate the information you are interested in.

The decision reasons are categorised by the relevant part of the legislation, in this case 'Article 15 – right of access'. We do not hold information about 'alleged mishandling' as this is not a category we use.

The dataset for October to December 2024 has not yet been published. However, we can disclose that one complaint was received about Coutts in this period. The complaint related to a subject access request and was closed with an outcome of 'no further action – insufficient information to proceed'.

The information that can be found on the datasets is withheld under section 21 of the FOIA. This exemption covers information that is available to the applicant by a means other than a request under the FOIA.

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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