

4 March 2025

IC-362488-J4Y7

Request

You asked us:

Number of GDPR complaints recieved since GDPR came into practice

Average initial response time to those complaints

Average response rates from the complainer, following your initial response

Number of complaints abandoned by the complainer after your initial response

Number of complaints abandoned by the ICO at any stage

Number of cases resulting in an investigation by the ICO

Number of cases upheld

Number of cases that resulted in action against the complainers subject

We received your request on 11 February 2025.

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

Our response

We hold information that falls under the scope of your request. However, finding and extracting the information would exceed the cost limit set out by section 12 of the Freedom of Information Act 2000 (FOIA).

The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 states that the 'appropriate limit' for the ICO is £450. We have determined that £450 would equate to 18 hours work.

Information such as average initial response time to those complaints, average response rates from the complainer, following the ICO's initial response and the number of complaints abandoned by the complainer after the ICO's initial response is not information we normally need for our purposes. Our case management system is unable to run a quick automated report on this type of information. To locate the information you have requested would require a manual search of thousands of cases.

Each year we publish our annual report which you can find here: [Annual reports | ICO](#). In the financial year 2022/23 alone, the ICO received 39,742 data protection complaints.

Assuming that each search would take approximately 2 minutes to complete – and it is certain that some searches would take much longer than that – this would clearly exceed the 18 hours which would accrue a charge of £450 or more, triggering the provisions of section 12 of the FOIA.

The ICO only holds information in relation to data protection complaints for a period of two years, in line with our retention policy.

Advice and assistance

You could refine your request to a narrower timeframe, however we would need to consider if it is in the public interest for us to dedicate the resources necessary to carry out this kind of search, or whether it represents an unreasonable burden on us as a public authority.

Some of the information you have requested can be found in our published datasets. You can find these on our website here: [Data protection complaints - data sets | ICO](#)

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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