ico.
Information Commissioner's Office

The ICO exists to empower you through information.

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28 January 2025

IC-357168-Q1K0

Request

In summary, you asked us:

"Please may I request how many complaints Harron Homes Limited have received in the last two years and how many of these where upheld."

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

Our response

We have searched our records based on the information you provided and can confirm that we hold some information within the scope of your request.

The ICO does not classify complaints as 'upheld' or 'not upheld', so information has been provided based on the outcomes the ICO uses.

In the past 4 years, the ICO has received 4 complaints regarding Harron Homes Limited.

Of these, 1 was closed as 'No Further Action,' and 3 were closed as 'Informal Action Taken.'

No information has been redacted or withheld from disclosure.

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 here.

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 set out your rights. Our retention schedule can be found here.

Yours sincerely

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For information about what we do with personal data see our privacy notice