

Date: 3 April 2025

IC-371547-Y2S9

Request

You asked us:

"How many complaints has received from members of the public in connection with the failure, on the part of DVLA staff, to process FOIA requests in accordance with the law during the period Jan 2022 – March 2025?"

How many of those complaints resulted in any "action" (in terms of assessment notices, warnings, reprimands, enforcement notices and penalty notices) being taken against DVLA?

How many service complaints has DVLA received between Jan 2022 and March 2025?

How many complaints has the ICO received from members of the public in connection with the failure of staff from the following Banks and Building Societies to process DSAR requests in accordance with the law between January 2022 and March 2025:-

Barclays Bank

HSBC

Nationwide Building Society

Lloyds Bank

How many of the above-mentioned complaints have resulted in any action being taken against the banks and Building Societies in terms of assessment notices, warnings, reprimands, enforcement notices and penalty notices?"

We received your request on 20 March 2025. We have handled your request under the Freedom of Information Act 2000 (the FOIA).

Our response

First and foremost, our retention period for casework is two years unless a case has been preserved. Cases are preserved if there is a business need to keep the case for longer than two years, for example where a complainant or a public authority appeals to the first-tier tribunal. With this in mind, where we have confirmed that we hold information in scope of your request, this confirmation is subject to the fact that the vast majority of cases more than two years old will have been deleted in line with our retention period. For clarity, I have provided the receipt date of the earliest case for each confirmation.

In relation to the first point of your request, we hold information in scope of your request. We have 40 FOI complaints from members of the public about the DVLA. The oldest received date is 12 February 2022.

In relation to the second point of your request, you have specifically asked about assessment notices, warnings, reprimands, enforcement notices and penalty notices. I have checked the published information on our website (<https://ico.org.uk/action-weve-taken/enforcement/>) as well as our internal records and I can confirm that we do not hold any information in scope of your request.

The ICO handles tens of thousands of complaints per year, but we only need to use assessment notices, warnings, reprimands, enforcement notices and penalty notice in a small number of cases. For FOI complaints, the most commonly used regulatory power is to issue a Decision Notice. While you haven't mentioned these, you may be interested to know that we have issued 9 Decision Notices following FOI complaints about the DVLA. These are published on our website (<https://ico.org.uk/action-weve-taken/decision-notices/>).

In relation to the third point of your request, I can confirm we do not hold any information in scope of your requests. If you want to know how many service complaints the DVLA has received, you'll have to direct your enquiry to the DVLA directly. We do not keep records of service complaints received by other organisations.

In relation to the fourth point of your request, I can confirm we hold information in scope of your request. Some of the banks and building societies you have described operate under different brands and trading names beyond the specific

ones you've mentioned. For completeness, I have included all associated with the entities you have asked for, but naturally you are welcome to only pay attention to the exact matches if the others are of no interest to you. The number of complaints about SARs for each entity is summarised below:

Organisation name	Number of complaints
Barclays Bank PLC	386
Barclays Bank UK Plc	18
Black Horse Finance (part of Lloyds Banking Group)	27
Black Horse Ltd (part of Lloyds Banking Group)	12
Blackhorse Finance (Lloyds Banking Group)	11
Clerical Medical-Part of Lloyds Banking Group	3
HSBC Bank PLC	9
HSBC Global Services (UK) Limited	2
HSBC Group Management Services Limited	1
HSBC Holdings plc	1
HSBC UK Bank Plc	230
Lex Autolease Ltd (part of Lloyds Banking Group)	8
Lloyds Bank General Insurance Limited	1
Lloyds Bank PLC	10
Lloyds Banking Group Pension Trustees Ltd	2
Lloyds Banking Group PLC	253
Nationwide Building Society	174
Scottish Widows Ltd (part of Lloyds Banking Group)	39
The Mortgage Business plc (part of Lloyds Banking Group)	1

The oldest received date is 14 November 2022.

In relation to the final part of your request, again you have specifically asked about assessment notices, warnings, reprimands, enforcement notices and penalty notices. I have checked the published information on our website as well

as our internal records and I can confirm that we do not hold any information in scope of your request.

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 on our website (<https://ico.org.uk/media/about-the-ico/policies-and-procedures/1883/ico-review-procedure.pdf>).

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 (<https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>).

Your information

Our privacy notice (<https://ico.org.uk/global/privacy-notice/>) explains what we do with the personal data you provide to us, and sets out your rights (<https://ico.org.uk/global/privacy-notice/your-data-protection-rights/>). Our Retention and Disposal Policy (<https://ico.org.uk/media/about-the-ico/policies-and-procedures/4024937/retention-and-disposal-policy.pdf>) details how long we keep information.

Yours sincerely