

23 January 2025

IC-353505-C3D8

Request

In summary, you asked us:

"On 16/6/23, Sir John Whittingdale responded to this parliamentary question from Justin Madders:

UIN 188734, tabled on 9 June 2023

'To ask the Secretary of State for Science, Innovation and Technology, how many and what proportion of complaints made to the Information Commissioner's Office met the threshold for action in each year since 2019.'

<https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fquestions-statements.parliament.uk%2Fwritten-questions%2Fdetail%2F2023-06-09%2F188734&data=05%7C02%7Cicoaccessinformation%40ico.org.uk%7Cc6c22da9df81484722d108dd2ddb6d6d%7C501293238fab4000adc1c4cfefba21e6%7C0%7C0%7C638717143370388986%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMmIsIkFOIjoiTWFpbCIiIldUIj0yfQ%3D%3D%7C60000%7C%7C%7C&sdata=edrUS0F0LFPFdXfL3I9FDmW8v%2BfHSpkB2TM2ees8PMM%3D&reserved=0>

Sir John's answer included two tables for the years 2021, 2022 and 2023 - (i) Data Protection Complaints and (ii) Freedom of Information Complaints.

Please provide the same information for 2024."

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

Our response

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

Please find the information you requested below.

Please be aware that complaints received in 2024 are still being assessed and investigated. The table below shows information for all complaints received in 2024 that have been completed at the time of your request.

Data protection and Freedom of Information complaints take time to be assigned to a case officer, assessed, and investigated, and so we are unlikely to hold a complete data set of all outcomes for complaints received in 2024 for several months.

However, we do publish our full complaints data sets [on our website](#). This information is updated quarterly.

Data Protection Complaints 2024 - Completed

Complaint outcome	Number	Percentage
Informal action taken	9511	33.28%
Infringement	15	0.05%
Investigation Pursued	7	0.02%
No action	35	0.12%
No Further Action	18985	66.42%
No infringement	15	0.05%
Not information rights	2	0.01%
Potential infringement	11	0.04%
Regulatory action taken	1	0.00%
Grand Total	28582	

Freedom of Information Complaints 2024 - Completed

Row Labels	Numer of complaints	Percentage
Informal action taken	1429	21.74%
No Further Action	3493	53.15%
Decision Notice Served	1650	25.11%
Grand Total	6572	

No information has been withheld or redacted.

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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