

Reference: 01717445

Information Requests
information.requests@ofcom.org.uk

13 December 2023

Freedom of Information request: Right to know request

Thank you for your request for information concerning Freedom of Information and Subject Access Requests statistics. Your request was received on 15 November 2023 and we have considered it under the Freedom of Information Act 2000.

Your request & our response

“During the calendar years of 2021 and 2022

1 - How many Freedom of Information requests you received

Please see our Annual Reports for 2021/2022 and 2022/2023:

[2021/2022 annual report](#) - see page 94.

[2022/2023 Annual Report](#) - see page 91.

1a - What was your compliance rate (meaning, how many percent of requests did you respond to within the 20 working days or within the allowed extension time frame)?

99% in 2021 and 99% in 2022.

1b - How many Internal Reviews were you requested under the FOIA?

14 FOI internal reviews and 1 EIR internal review in 2021 and 19 FOI internal reviews and no EIR internal reviews in 2022.

1c - How many ICO appeals under FOIA?

4 in 2021 and 3 in 2022.

2 - How many Subject Access Requests you received

Please refer to the Annual Reports under question 1.

2a - What was your compliance rate (meaning, how many percent of requests did you respond to within the 30 days or within the allowed extension time frame)?

Approximately 97% in 2021 and approximately 95% in 2022.

I hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely

Information Requests

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF