

# Workshop E

## How the ICO deals with complaints

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# Important part of our work

Vision of a society where information rights and responsibilities are respected by all, where:

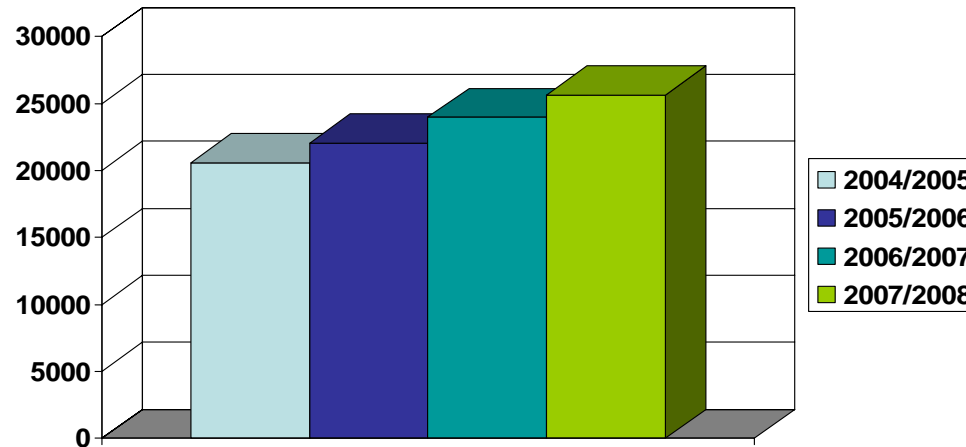
- Organisations inspire trust by collecting and using personal data responsibly;
- Individuals understand how personal data is used and aware of/use data protection rights.

Making this reality means **minimising data protection risk**, by:

- educating and influencing;
- resolving problems; and
- enforcing.

**Casework gives us the opportunity to engage in all 3 areas.**

# Receipts and closures



Time to close (2007/2008)	Target	Actual
30 days or less	45%	60%
90 days or less	93%	85%
180 days or less	99%	97%

# Public's social concerns

- Preventing crime 94%
- *Protecting personal information* 94%
- NHS 88%
- Equal rights 88%
- Improving education 87%
- National security 87%
- Environmental issues 87%
- Protecting freedom of speech 85%

Source: ICO Annual Track 2008

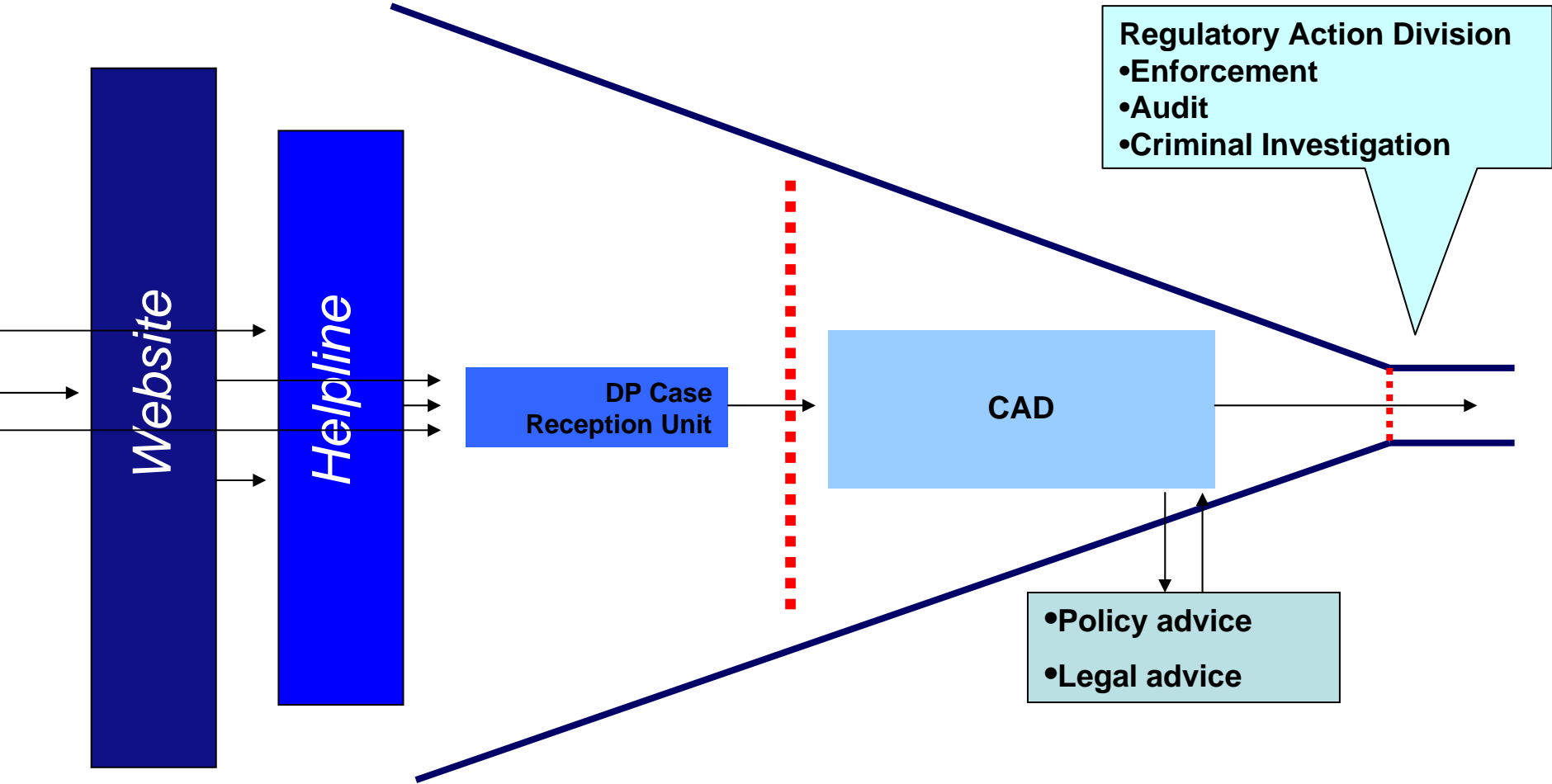
# Main operational objective

To quickly filter out complaints:

- That don't appear to raise a matter of substance; and
- Where there doesn't appear to be any effective action we can or should take.

**This should enable us to invest more time and effort on cases where we can and should 'make a difference'.**

# Casework structure





**Information Commissioner's Office**

**[www.ico.gov.uk](http://www.ico.gov.uk)**