

Please forward copies of your complaints procedure for handling complaints about your failure to comply with DSARs and FOI requests.

This information is already available under S21 of the Act, please see:

[How to make a data protection complaint to an organisation | ICO](#)

[Reviews and Appeals - Freedom of Information - West Midlands Police \(west-midlands.police.uk\)](#)

Please also confirm how many of these complaints you receive annually and what proportion of DSARs or FOIs you comply with within 1 month and 20 working days respectively.

Please provide the information for the past 5 years

FOI

Appeals (Internal Reviews)					
Year	Total received	Closed on time	Closed late	Open & Not Due	Open & Late
2018	67	65	2	0	0
2019	46	45	1	0	0
2020	46	41	5	0	0
2021	40	39	1	0	0
2022	53	53	0	0	0

SAR

Year	Total received	Closed on time	Closed late	Open & Not Due	Open & Late
2018	51	33	18	0	0
2019	23	8	15	0	0
2020	13	4	9	0	0
2021	9	0	9	0	0
2022	12	5	6	0	1

I also require a copy of any and all complaints procedures used by the Executive Team of West Midlands Police.

Please see attached.

Please confirm how members of the public may raise concerns and complaints with members of this team.

[Tell us how we're doing | Your Options | West Midlands Police \(west-midlands.police.uk\)](#)