



The Insolvency
Service

Information Rights Team
The Insolvency Service
Cannon House
18 Priory Queensway
Birmingham
B4 6FD

Tel: 0300 678 0015

foi@insolvency.gov.uk

██████████
████████████████████

www.gov.uk/insolvency-service

Our ref: FOI25/26-123
Date: 5 September 2025

Dear ██████████

Re: Freedom of Information Act 2000 (FOIA) Request

Thank you for your email of 8 August 2025 in which you requested from the Insolvency Service (the agency):

“Under the Freedom of Information Act 2000, I would like to request the following information:

- 1. The total number of complaints made against Official Receivers and the Insolvency Service in the period from [1 January 2020] to [Present [or as present as possible]].*
- 2. Copies of all complaints or a summary of complaints received against Official Receivers and the Insolvency Service during this period.*
- 3. Information on how these complaints were handled, including outcomes or resolutions.*

I would prefer to receive the information in electronic format [PDF-Zipped]”

Your request has been dealt with under the Freedom of Information Act 2000 (FOIA).

I can confirm the agency holds the information that you have requested, and I have provided answers to your questions below.

1. The total number of complaints made against Official Receivers and the Insolvency Service in the period from [1 January 2020] to [Present [or as present as possible]].

	Total No of Insolvency Complaints	Complaint Outcomes	No of complaints against the office of the OR	Complaint Outcomes	No of OR cases alleging personal misconduct	Outcome of personal conduct cases
Jan 2020-Mar 2020	179	58 partial uphold	48	12 partial uphold	19	1 partial uphold

		50 upheld		8 upheld		1 upheld
2020-2021	406	75 partial uphold 118 upheld	154	32 partial uphold 19 upheld	12	1 partial uphold 0 Upheld
2021-2022	339	66 partial uphold 82 upheld	125	30 partial uphold 18 upheld	13	1 partial uphold 0 upheld
2022-2023	306	73 Partial uphold 57 upheld	122	24 partial uphold 11 upheld	27	2 partial uphold 2 upheld
2023-2024	237	73 Partial uphold 57 upheld	59	24 partial uphold 11 upheld	9	0 partial uphold 0 upheld
2024-2025	300	50 Partial uphold 67 upheld	128	23 Partial uphold 23 upheld	11	0 partial uphold 1 upheld
2025-2026 (April 2025 to end July 2025)	130	20 Partial uphold 25 upheld	49	8 partial uphold 6 upheld	6	0 partial uphold 0 upheld

Please note our reporting year runs from 1 April to 31 March the following year.

2. Copies of all complaints or a summary of complaints received against Official Receivers and the Insolvency Service during this period.

I can confirm the agency holds the information that you have requested however, it is exempt from disclosure under section 40(2) of the FOIA, because it constitutes personal data. Personal data can only be released if to do so would not contravene any of the data protection principles set out in Article 5(1) of the UK General Data Protection Regulation. This is an absolute exemption and does not require a public interest test.

In the case of the personal information contained in the complaints, the individuals to whom the information relates would not have reasonably expected the information to be released outside of the Insolvency Service. The release of the requested personal information in this instance would be unlawful and therefore in contravention of the lawfulness principle at Article 5(1)(a) of the UK GDPR.

3. Information on how these complaints were handled, including outcomes or resolutions.

This question is partially covered in the table in our response to question 1. In terms of how they were handled please see our complaint policy at the following link:

[Make a complaint to the Insolvency Service - GOV.UK.](#)

Our complaints procedure

Every complaint is different, so we aim to deal with each one in the most appropriate way. We make sure complaints are allocated to the most appropriate person within a business area.

Tier 1

This is the first step in our formal complaint procedure. We will send your complaint to a complaint handler within the team or business area where your issue occurred. They'll send you a formal reply once they have independently investigated your case.

If you're not happy with our reply, we'll advise you on how to escalate your complaint. You have 3 months from the date of our reply to do this.

Tier 2

If you want to escalate your complaint, contact us within 3 months of our response outlining what elements of your complaint remain unresolved.

A senior member of staff not previously involved in the case will then review your complaint. They'll issue a formal reply once they have completed their review. If you are not happy, our reply will advise how you can escalate your complaint to our oversight regulator: [Parliamentary and Health Service Ombudsman \(PHSO\)](#)

We may also inform you of an alternative course of action outside of our complaint procedure.

We will not escalate the complaint if you send us added information to look at. Instead, we will issue a follow up response.

Complaints

If you are not satisfied with the response we have provided to you and would like us to reconsider our decision by way of an internal review (IR), please contact our Information Rights team within 40 working days of this letter at foi@insolvency.gov.uk or by post at:

Information Rights Team
The Insolvency Service
3rd Floor
Cannon House
18 Priory Queensway
Birmingham
B4 6FD
United Kingdom

You also have the right to contact the Information Commissioner's Office (ICO) if you wish for them to investigate any complaint you may have regarding our handling of your request. However, please note that the ICO is likely to expect an IR to have been completed in the first instance.

Yours sincerely

Information Rights Team
The Insolvency Service

The Department for Business and Trade, Official Receivers and the Adjudicator are Data Controllers in respect of personal data processed by the Insolvency Service. For the details about how personal data is processed by the agency, please see the full Insolvency Service Personal Information Charter here: <https://www.gov.uk/government/organisations/insolvency-service/about/personal-information-charter>

