ACCESS TO INFORMATION APPEALS AND COMPLAINTS PROCESS

1 This process is available for people wishing to appeal a Council decision or complain about the process used in answering a request/ handling information made under one of the following pieces of legislation:

1. The Data Protection Act 1998;
2. The Freedom of Information Act 2000;
3. The Environmental Information Regulations 2004; and
4. The Re-use of Public Sector Information Regulations 2005.

2. This process is only to be used for **information** appeals/complaints and should **not** be used for any other appeal or complaint. A separate process exists for general complaints.

3. Appeals or complaints will not be considered in parallel to any other action being taken by the complainant, either within the Council or by using any other independent means for example Court Action, complaining to the Information Commissioner or complaining to the Local Government Ombudsman.

4. Should the Council become aware that any such action has been started whilst in parallel to the use of this procedure the Council will suspend this process until the results of the other action are clear and ratified.

5. Appeals and complaints should be made in writing, either manually or by e-mail, and contain sufficient details of why the complainant is unhappy with the Council's decision or processes used, what they require doing about it and a full contact address to:

   Information Governance Manager
   Leicester City Council
   New Walk Centre
   Welford Place
   LEICESTER
   LE1 6ZG
   e-mail: info.requests@leicester.gov.uk

6. Telephone appeals and complaints will not be accepted.

7. The Council will not handle any appeals or complaints where separate means of redress, either internal or external to the Council, are being employed until these activities have been fully exhausted. Complainants should re-submit their appeal or complaint when this is the case.

8. This is a single stage process. Once a decision has been reached and the complainant notified of the decision and the reasons for this the Council will not take any further action in this matter. If the complainant is dissatisfied by the outcome the complainant should then ask the Information Commissioner to review the decision by detailing the complaint to his office at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF www.ico.gov.uk

Contact details updated June 2012