

Turville Parish Council

Freedom of Information Act 2000 – Policy for Complaints

(As RESOLVED at the Council Meeting on 09/03/11)

What if you are not satisfied with our response - how can you complain?

Where you are dissatisfied with the way in which your request has been handled please follow the procedure outlined below.

We will do everything we can to resolve your complaint on an informal basis in the first instance. You will initially need to follow the internal review procedure noted below.

INTERNAL REVIEW PROCEDURE

The following procedure applies:-

Put your complaint in writing, providing any supporting evidence, to the Clerk to the Council. This information will be passed to the Reviewing Officer for investigation.

You will normally receive a response within 40 working days.

If you are still dissatisfied with this response please follow the formal complaints procedure outlined below.

FORMAL PROCEDURE

If you were dissatisfied with the outcome of the internal review procedure you should make a formal complaint. The following procedure applies:-

Put your complaint in writing, providing any supporting evidence, to the Clerk to the Council, who will investigate and respond to your complaint within 40 working days.

If the Clerk to the Council dealt with your initial request for information your complaint will automatically be referred to the Chairman of the Council for independent consideration.

In this case your complaint will also receive a response within 40 working days.

If, after pursuing the above complaints process, you are still dissatisfied with the response you have been given, you may refer the matter to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act. The Information Commissioner's contact details are:

By Post:

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

Telephone: 01625-545745

Fax: 01625-524510

E-mail: mail@ico.gsi.gov.uk