



Newham Council

Complaint / Internal Review Procedure

The Information Governance complaints / internal review procedure follows the Council's standard 3 stage complaints procedure. We will adhere to the process below with regard to any complaint, or internal-review we receive concerning, **Freedom of Information; Data Protection and Environmental Information Regulations**.

- You may complain if you feel we have mishandled or not responded to your request.
- You should send us your complaint or internal-review request within 2 months of our response.

The Complaints / Internal Review Procedure is as follows:

Stage 1

The *service area* who answered your initial request investigates the appeal. Our response time is **10 working days** from the date of receipt. If you still feel dissatisfied with our response to your Stage 1 Appeal, you have a further right of appeal at Stage 2.

Stage 2

The *Information Governance Team* investigates your appeal. Our response time is **15 working days** from the date of receipt. If you still feel dissatisfied with our response to your Stage 2 Appeal, you have a further right of appeal at Stage 3. Please contact Information Governance.

Stage 3

Newham's *Corporate Complaints Manager* investigates your appeal. Our response time is **25 working days** from the date of receipt. If you remain dissatisfied with our response at Stage 3, a further complaint may be raised with the Information Commissioner.

Please direct all appeals (stage 1, 2 and 3) to:

Information Governance

Newham Dockside
1000 Dockside Road
London
E16 2QU
DDI 020 430 3737
Fax: 02084301504
Email: information.governance@newham.gov.uk

Information Commissioner

If you believe we have not dealt with your Data Protection Act, Freedom of Information Act or the Environmental Information Regulations request satisfactorily you may take your complaint to the Information Commissioner's Office. The *Information Commissioner* would expect you to have given the Council the opportunity to deal with your appeal prior to you contacting them. For more information on this or to contact the Commissioner please refer to the details below:

Information Commissioner's Office Wycliffe House Water Lane, Wilmslow Cheshire, SK9 5AF Fax 01625 524 510 Tel: 01625 545700 Website: www.informationcommissioner.gov.uk