

## Dyfed Powys Police

### Freedom of Information Act 2000

#### Appeals Process

Dyfed Powys Police have an appeals process for requestors who wish to appeal regarding their requests for information. Using the appeals process will not affect the right of a requestor to appeal directly to the Information Commissioner if he/she so wishes.

#### Who can appeal?

Anyone who has requested information from Dyfed Powys Police can appeal. If a requestor has requested information and is not satisfied with the way Dyfed Powys Police has dealt with the request, the requestor can use the appeals process to have it looked at again. If someone who requested information would like to appeal but cannot do so themselves another person can appeal on their behalf.

#### What can a requestor appeal about?

A requestor can appeal about the range, amount and format of information Dyfed Powys Police have sent following a request. A requestor can also appeal about the way a request was handled – for example, the time it took to respond, or the way letters were worded.

#### How can a requestor appeal?

A requestor will need to contact the Freedom of Information Unit at Dyfed Powys Police. It will be helpful if the requestor can provide as much information as possible about the request made and the reason for the appeal. If possible the original reference number provided to the requestor should be quoted.

The Freedom of Information Unit can be contacted at the following address:

Freedom of Information Unit  
Professional Standards Department  
Dyfed Powys Police  
PO Box 99  
Llangunnor  
Carmarthen  
SA31 2PF

Telephone: 0845 330 2000

Direct Line: 01267 226596/01267 226297

E-mail: [FOI@Dyfed-Powys.pnn.police.uk](mailto:FOI@Dyfed-Powys.pnn.police.uk)

## Time Limits

If you wish to submit an appeal you should do this within two months following the final response you receive from Dyfed Powys Police in relation to your request, this is in line with ICO (Information Commissioner's Office) guidance. Dyfed Powys Police aims to deal with and complete your appeal as soon as practicable and in any case within two months of receipt of your appeal, this is in line with ACPO (Association of Chief Police Officers) guidance.

## What will happen to an appeal?

- Once the Freedom of Information Unit has enough details to identify the request the Dyfed Powys Police will begin a review of what happened and when.
- The appeal will be referred to a panel within Dyfed Powys Police. The panel will investigate what has taken place and assess whether Dyfed Powys Police has been fair and thorough in the way the requestor has been dealt with. The Panel will not just look at the part of the request concerning the requestor, but will look at the whole request to see what caused the problem raised by the requestor.
- Where Dyfed Powys Police has not followed proper procedures, or has failed to provide a high quality of service, an apology and an explanation on what procedures Dyfed Powys Police will follow to ensure it doesn't happen again will be provided to the requestor.
- If Dyfed Powys Police should have provided information and has not provided it, the requestor will be sent the information immediately. If it is believed following review that the original response was correct, the requestor will be informed of this. The requestor will be informed of his/her options.

## Appeal to the Information Commissioner

If the requestor is still not satisfied following the review he/she can take the appeal to the Information Commissioner who may investigate the matter on behalf of the requestor. This option is open to the requestor at all times. It would be preferable to Dyfed Powys Police if matters were sorted out at a local level if possible. The Information Commissioner will decide if he/she will investigate or not.

The Information Commissioner's office can be contacted at the following address:

Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 01625 545700

e-mail: [mail@ico.gsi.gov.uk](mailto:mail@ico.gsi.gov.uk)

Web address: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)