



Making a complaint under the Freedom of Information Act or the Environmental Information Regulations.

If you are dissatisfied with any aspect of our service once you have received a response to your request, you are entitled to make a complaint. Your complaint should be submitted to Norfolk County Council at the address below.

If you are still dissatisfied once we have dealt with your complaint, you are entitled to submit a further complaint to the Information Commissioner's Office under section 50 of the FOI Act. The Information Commissioner's Office will only deal with your complaint once you have been through our complaints procedure.

Complaints about Freedom of Information (FOI) or Environmental Information Regulations (EIR) requests can relate to procedural matters (such as failing to respond or not responding within twenty working days) or an appeal against a decision to withhold information by applying an exemption(s)/exception(s).

Your complaint should be submitted in writing (including e-mail) to:

The Corporate Freedom of Information Officer
Freedom of Information and Data Protection Unit
The Archive Centre
Martineau Lane
Norwich NR1 2DQ

e-mail: xxx@xxxxxxxx.xxx.xx

Your complaint should:

- Include your name and a contact address,
- Include a reference to the FOI/EIR request prompting the complaint,
- Explain the nature of your complaint (e.g. not meeting the twenty working day deadline, appealing against a decision to apply an exemption),
- Explain, if possible, what outcome you are looking for (e.g. a written apology, a review of the decision to apply an exemption).

Our FOI Complaints procedure explains how we will process your complaint once it has been received.