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## Leaflets available from us:

- 1 “Your guide to asking for information about us”
- 2 “Your guide to asking for environmental information held by us”
- 3 “How to access and use our Publication Scheme”
- 4 “Your guide to information we can withhold from disclosure”
- 5 “Your right to appeal and complain”

Please contact:

**The Information Service  
Mount Gould Hospital  
Mount Gould Road  
Plymouth  
PL4 7QD**

tel: (01752) 272511

e-mail: [xxx@xxxxxx.xxest.nhs.uk](mailto:xxx@xxxxxx.xxest.nhs.uk)

# Your right to appeal and complain

The Information Service

**If you require this leaflet  
in large print or in  
another format, please  
call (01752) 272511.**

## Introduction

The Freedom of Information Act 2000 gives you and every member of the public the right to access information we hold as an organisation about ourselves.

Beyond our legal requirements under the Act we fully support a new culture of openness across the NHS. We are committed to being as open as we can, but occasionally may not release all the information you request.

We appreciate at times we may decide to withhold information that you believe should be disclosed under the Freedom of Information Act 2000. In these cases you have the right to appeal against our decision, and we will hold an internal review.

## Internal Appeal Process

You have the right to appeal to our decision to withhold information. Please write to or e-mail with full details:

**Stuart Edmunds, Information  
Governance Manager  
Plymouth Teaching Primary Care Trust  
Main Administration Block  
Mount Gould Hospital  
Mount Gould Road  
Plymouth, PL4 7QD**

**tel: (01752) 272511, fax: (01752) 272406  
e-mail: [xxx@xxxxxx.xxest.nhs.uk](mailto:xxx@xxxxxx.xxest.nhs.uk)**

Our decision to withhold information will be reviewed by a person independent of the original decision making process. They will decide whether we were correct in withholding the information.

We will respond with a full decision at the earliest opportunity.

## Information Commissioner

If you remain unhappy with our decision to withhold information following an internal appeal, you have the right to appeal to the Information Commissioner.

The Information Commissioner is responsible for ensuring all public authorities apply the Freedom of Information Act 2000 lawfully.

They have the power to investigate any decisions made by us, review the processes we follow, and they can make the decision to release the information you requested. Please contact:

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

**tel: (01625) 545700, fax: (01625) 524510**

## Where can I get further information about the Freedom of Information Act 2000?

The following websites provide useful information about the Freedom of Information Act 2000:

Information Commissioner:  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

**Document Version Control**  
ID PI97  
Version 2:1 updated Dec 2007  
Review Dec 2009