



Freedom of Information Act 2000

Complaints procedure
Making a complaint



www.eastherts.gov.uk

Introduction

At East Herts Council we aim to provide services of a consistently high standard. To help achieve this aim, we want to hear any suggestions, comments or complaints you may have on the services we provide under the Freedom of Information Act 2000 (FOI).

This leaflet tells you how to let us know if you are dissatisfied with our services under the Freedom of Information Act, or feel that you have been unfairly treated by us.

These concerns may be about our Publication Scheme or about your 'right to access' to information (from 1 January 2005) under the Freedom of Information Act 2000.

With your help we can try to ensure that our services meet peoples needs and, if we fail, we will make every effort to put things right.

How to make a FOI complaint

In most cases, the Information Manager will be able to sort out any concerns you have at the time they arise.

For further advice or clarification please contact Chris Cooper, Information Manager. Tel: (01279) 655261 Ext 2115

If you are not happy with the response, you can make a written complaint (including e-mail) to:

Information Manager
East Herts Council
Council Offices
The Causeway
Bishop's Stortford
Herts
CM23 2EN

Email: FOI@eastherts.gov.uk

What should be included in your letter of complaint?

It will help us if you could show "FOI Complaint" at the top of your complaint letter or in the subject line of your email, and then:

- (a) Tell us what your complaint is
- (b) Explain what happened, or what went wrong (details); and
- (c) Tell us what you would like to happen.

This will help to clarify the issue and to make sure that we have a shared understanding of your concerns.

Our response to you

On receipt of your written complaint an acknowledgement will be sent to you within 3 working days. It will then be investigated as quickly as possible and every effort made to send a full response within 10 working days of receipt.

In the event that investigations are not complete, we will contact you again to keep you informed of progress.

If, after investigations by East Herts Council, you remain dissatisfied with the outcome of your complaint, you may wish to consider taking your complaint further as outlined below.

External appeal to the Information Commissioner

If we are unable to provide you with a satisfactory response to your complaint you can ask the Information Commissioner to investigate further. Please write to:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK95 5AF

<http://www.informationcommissioner.gov.uk>

Please note that the Information Commissioner is a regulator, not an ombudsman. He will make an assessment as to whether or not the provisions of the Freedom of Information Act 2000 have been complied with.

If you would like a translation of this document in another language, large print, Braille, audio, or electronic, please contact us:

Phone: 01279 655261
Email: FOI@eastherts.gov.uk
Fax: 01279 502021
Text: 07734 334504
Visit: www.eastherts.gov.uk
Write to: East Herts Council
Information Manager
The Causeway
Bishop's Stortford, Herts
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East Herts Council - improving the quality of people's lives and preserving all that is best in East Herts.