



Are you unhappy with how your request has been handled or do you think the decision is incorrect?

You have the right to require Cumbria Constabulary to review their decision.

Prior to lodging a formal complaint you are welcome and encouraged to discuss the decision with the case officer that dealt with your request.

Ask to have the decision looked at again –

The quickest and easiest way to have the decision looked at again is to telephone the case officer that is nominated at the end of your decision letter.

That person will be able to discuss the decision, explain any issues and assist with any problems.

Complaint

If you are dissatisfied with the handling procedures or the decision of Cumbria Constabulary made under the Freedom of Information Act 2000 (the Act) regarding access to information you can lodge a complaint with the Constabulary to have the decision reviewed.

Complaints should be made in writing and addressed to:

Freedom of Information Appeals
Professional Standards Department
Cumbria Constabulary
Carleton hall
Penrith
Cumbria
CA10 2AU

Alternatively, please send an email to: freedomofinformation@cumbria.police.uk

In all possible circumstances Cumbria Constabulary will aim to respond to your complaint as soon as possible and in any case within 2 months.

The Information Commissioner

If, after lodging a complaint with Cumbria Constabulary, you are still dissatisfied with the decision you may make application to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

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For information on how to make application to the Information Commissioner please visit their website at www.informationcommissioner.gov.uk . Alternatively, phone or write to:

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

Phone: 01625 545 700

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