

## **Your right to appeal**

If you are dissatisfied with the way TfL has handled your information request, you can ask us to conduct an internal review of our decision. The internal review will be conducted by someone who was not involved in the processing of your original request, in accordance with the complaints procedure published on our website at [www.tfl.gov.uk/foi](http://www.tfl.gov.uk/foi)

Requests for internal review should be addressed to:

Information Access Manager  
Information Governance  
Floor 7, Windsor House  
42-50 Victoria Street  
London  
SW1H 0TL

E-mail: [foi@tfl.gov.uk](mailto:foi@tfl.gov.uk)

## **Complaints to the Information Commissioner**

If, following the internal review, you remain dissatisfied with the way TfL has handled your request, then you can take your complaint to:

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

A complaint form is available on the Information Commissioner's Office website at [www.ico.org.uk](http://www.ico.org.uk).