



YOUR RIGHTS – A SUMMARY

Kent Police will provide you with personal assistance, if you feel it will be helpful, or if it is felt contact with you will help ensure your requirements are met in an efficient manner. All requests are considered in accordance with the Freedom of Information Act 2000 (the Act) and a decision letter is provided within 20 working days, unless there are exceptional circumstances. If such circumstances apply you will be provided with an update within that 20 day period. Should Kent Police be unable to comply fully with your request you will be advised why this is the case. If you are unhappy with the decision or the way your request has been handled, you have the right to complain or to request Kent Police to carry out a review.

Prior to requesting such a review, you are encouraged to discuss the process with the person who dealt with your request. The quickest and easiest way for the decision to be looked at again is to telephone the person named at the end of your decision letter. If you remain dissatisfied you can then lodge a formal complaint with Kent Police in writing and addressed to:

Legal Services Department
Kent Police Headquarters
Sutton Road
Maidstone
Kent
ME15 9BZ

Kent Police will acknowledge receipt and aim to respond as soon as practicable and in most cases within two months of receipt. If the review will not be completed in this timescale, you will be informed.

The Information Commissioner

If 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.

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

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Phone: 01625 545 745
08456 30 60 60