

## Complaints Procedure

If you are dissatisfied with the way the request has been handled by us or have other concerns, you have the right to appeal and request a review of our decision, by writing to:

Assistant Director of Corporate Governance  
Hywel Dda Health Board  
Headquarters  
Merlin's Court,  
Winch Lane  
Haverfordwest  
SA61 1SB

If, following a review and you remain dissatisfied with the outcome of the appeal, you may apply directly to the Information Commissioner Officer (ICO) and ask for a review of the Health board's decision.

## Contact Details

To make a request for information, please write to:

### **The Freedom of Information Officer**

Hywel Dda Health Board  
Headquarters  
Merlin's Court,  
Winch Lane  
Haverfordwest  
SA61 1SB  
Email: [foi.hyweldda@wales.nhs.uk](mailto:foi.hyweldda@wales.nhs.uk)  
Telephone: 01437 771265

The Information Commissioner can be contacted at:

### **The Information Commissioner's Office**

Wycliffe House,  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF.  
**Website:** [www.ico.gov.uk](http://www.ico.gov.uk)



# A Brief guide to the Freedom of Information Act 2000



## What is the Freedom of Information Act (2000)?

The Freedom of Information (FOI) Act aims to ensure that public authorities, such as the NHS are open in the way that they do their business.

It also helps people to understand better how public authorities carry out their duties, why they make the decisions they do and how they spend public money

## Information in the Publication Scheme

We have developed a Publication Scheme which details all of the information we routinely publish, such as information on what the organisation does, our finances, our policies and processes.

You can access the Publication Scheme in a number of ways:

- Visit our website: [www.hyweldda@lhb.nhs.uk](http://www.hyweldda@lhb.nhs.uk)
- Email: [hyweldda@wales.nhs.uk](mailto:hyweldda@wales.nhs.uk)
- Telephone 01437 771265
- Write to the address provided on the back of this leaflet

## Who can request information?

Anyone can request information under the Act.

## How to make an FOI Request

If you would like to see other information or documents which we do not routinely publish, then you have a right to make a FOI request.

The request must be made in writing by letter, email or fax to the FOI Officer.

If you are not sure what information we may have about the topic, please contact the Freedom of Information Officer to discuss your requirements.

## What happens when a request is made?

The FOI Officer will write to you within two working days to inform you that your request has been received and is being processed.

This is referred to as the “duty to confirm or deny”. These provisions are fully retrospective, meaning that if the Health Board has the information when the request is received; it must be provided, subject to certain conditions and exemptions. Further information can be found in the FOI policy, Conditions and Exemptions on our website.

There may be some documentation or certain parts of documents which we are not able to make available. We will check to see what information we hold that relates to the request.

If we have the information requested, a response will be provided within 20 working days.

If we do not have any relevant information, we will inform you as soon as possible. We will also try to advise you where to access the information or direct you to an appropriate source in order to obtain the information.

We will try and provide the information in the format requested, for example, paper copy or as an electronic document.

## What happens if the Health Board doesn't understand my Request?

Under the Freedom of Information Act, the Health Board has a duty to advise and assist requesters. If the Health Board doesn't understand your request, we will contact you to clarify your request.

## Fees and Charges

The FOI Act and Fees Regulations stipulate that we cannot levy a fee for information unless there is a statutory basis for doing so or the amount of time taken to locate the information exceeds 18 hours.

If a charge is payable, we will wait for payment before releasing any information.

No charges will be made for any information accessed via the website.

## What happens if my request is refused?

Should your request be refused we will inform of the reasons for this decision. These may include one of the following reasons:

- Where the cost exceeds the prescribed amount.
- Vexatious or repeated requests
- Information readily available on the Publication Scheme
- If one or more exceptions in the act apply.

Should you not agree with the decision or are dissatisfied with the way the request was handled, you have a right to request a review.