

Your Right to Appeal

Internal Review

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 other than the person who made the original decision, in accordance with the complaints procedure published on our website at www.tfl.gov.uk/foi.

Requests for internal review should be addressed to:

Head of Information Access and Compliance
6th Floor Windsor House
42 – 50
Victoria Street
London
SW1H 0TL

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 www.ico.gov.uk