

YOUR RIGHT TO COMPLAIN

If you consider the decision is incorrect or you are unhappy with the way your request has been handled, you have the right to lodge a formal complaint requiring Kent Police to review its decision.

Prior to lodging a formal complaint, 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.

Complaint

If you still remain dissatisfied you can lodge a complaint with Kent Police in writing and addressed to:

Freedom of Information Officer
Data Protection Unit
Kent Police Headquarters
Sutton Road
Maidstone
Kent
ME15 9BZ

Kent Police will acknowledge receipt and aim to respond as soon as practicable and in any event within three months of receipt. However, if it becomes clear that the review will not be completed in this timescale, you will be contacted again.

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.informationcommissioner.gov.uk. Alternatively, phone or write to:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Phone: 01625 545 700