



## **Freedom of Information Act 2000 Appeals and Complaints Procedure**

The Freedom of Information Act 2000 gives certain rights to members of the public to seek review of the University's decision on a disclosure and if they are dissatisfied with the way a request for information has been handled. All recipients of a disclosure from the University are automatically informed of their rights.

Throughout the procedure, you will be kept fully informed on the progress of your appeal and the next stage in the process.

There are 2 stages to the procedure:

### **Stage 1      Appeal to LJMU**

If you are not satisfied with how your request has been handled, you should appeal in writing to:

Mr Brian Kerrigan  
Director of Corporate Services  
Liverpool John Moores University  
3<sup>rd</sup> Floor, Kingsway House  
Hatton Garden  
Liverpool, L3 2AJ

An internal review will be conducted and a full response to your appeal will be made within 20 working days.

If the appeal and/or internal review is complex and more than 20 working days are needed to investigate, this will be explained to you in writing and a realistic date provided for when the response can be expected.

### **Stage 2      Complaint to the Information Commissioner**

Once having appealed, and you are still not satisfied with the University's response, you have the right to apply to the Information Commissioner for a decision whether, in any specified respect, the request for information has been dealt with in accordance with the requirements of Part I of the Freedom of Information Act 2000.

The complaint should be made in writing to:

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Details on how to complain can be found on the Information Commissioner's website:  
[www.ico.gov.uk](http://www.ico.gov.uk)