

SATISFIED WITH OUR SERVICE?

We aim to give the best possible service to all customers in all the services we provide. If you are dissatisfied with our service, you can complain. You can also let us know if you think there is something we have done well.

Are you unhappy with how your request has been handled or do you think the decision is incorrect?

If we have refused to provide you with information you think you are entitled to then we may be able to help you further. Prior to lodging a formal complaint you are welcome and encouraged to discuss the decision with the case officer that dealt with your request.

Ask us to have the decision looked at again

You have the right to require the Office of the Cambridgeshire Police and Crime Commissioner to review its decision. The quickest and easiest way to have the decision looked at again is to telephone the case officer that is nominated at the end of your decision letter. That person will be able to discuss the decision, explain any issues and assist with any problems.

Complaint

If you are dissatisfied with the handling procedures or the decision of the Office of the Cambridgeshire Police and Crime Commissioner made under the Freedom of Information Act 2000 (the Act) regarding access to information, you can lodge a complaint with the Office of the Cambridgeshire Police and Crime Commissioner to have the decision reviewed. You should do this as soon as possible or in any case within two months following the final response of the public authority.

Complaints should be made in writing and addressed to:

Chief Executive, Office of the Cambridgeshire Police and Crime Commissioner
South Cambridgeshire Hall, Cambourne Business Park, Cambourne, Cambridge CB23 6EA

The Office of the Cambridgeshire Police and Crime Commissioner will acknowledge receipt of your correspondence within 7 days and inform you of the date at which your appeal will be heard.

The Information Commissioner

After lodging a complaint with the Office of the Cambridgeshire Police and Crime Commissioner, if you are still dissatisfied with the decision you may make an 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 a complaint 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
Helpline: 0303 123 1113

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