

1. Internal Review Process

The Office of the Police and Crime Commissioner (OPCC) for Dyfed-Powys has an Internal Review Process for requestors who wish to seek an Internal Review regarding their request for information under the Freedom of Information (FOI) Act 2000. Using the Internal Review Process will not affect the rights of a requestor to appeal directly to the Information Commissioner if he/she so wishes.

2. Who can seek an Internal Review?

Anyone who has requested information from the OPCC can request an Internal Review; this includes applicants whose requests have been deemed vexatious. If a requestor has requested information and is not satisfied with the way the OPCC has dealt with the request, the requestor can use the Internal Review Process to have it looked at again. If someone who has requested information would like to submit an Internal Review but cannot do so themselves, another person can submit an Internal Review on their behalf.

3. What can a requestor seek an Internal Review about?

A requestor can seek an Internal Review about the range, amount and format of information the OPCC has sent following a request. A requestor can also seek an Internal Review about the way a request was handled, for example, the time it took to respond, or the way the letters were worded.

4. How can a requestor submit an Internal Review?

A requestor will need to contact the Chief of Staff at the OPCC:

By post: Chief of Staff, Office of the Police and Crime Commissioner for Dyfed-Powys, PO Box 99, Llangunnor, Carmarthen SA31 2PF

By email: opcc@dyfed-powys.pnn.police.uk, or

By phone: 01267 226440

It will be helpful if the requestor can provide as much information as possible about the request made, and the reason for the Internal Review. If possible, the original reference number e.g. FOI 01-14, should be quoted.

5. Time limits

If you wish to submit an Internal Review, you should do this within two months following the final response you receive from the OPCC in relation to your request. This is in line with the Information Commissioner's (ICO) guidance.

The OPCC aims to deal with, and complete, your Internal Review as soon as practicable, and in any case within 20 working days. In "exceptional circumstances", it will aim to complete your review within 40 working days following receipt of your request for a review. This is in line with the ICO's Guidance.

6. What will happen to a request for an Internal Review?

Once the OPCC has enough details to identify the request, a review will commence of what happened and when.

Where the OPCC has not followed proper procedure, or has failed to provide a high quality of service, an apology and an explanation on what procedures the OPCC will follow to ensure it does not happen again will be provided to the requestor.

If the OPCC should have provided information and has not done so, the requestor will be sent the information immediately.

If it is believed, following review, that the original response was correct, the requestor will be informed of this. The requestor will be informed of his / her options.

7. Appeal to the Information Commissioner

If the requestor is still not satisfied following the review, he / she can take the appeal to the Information Commissioner who may investigate the matter on behalf of the requestor.

This option is open to the requestor at all times. It would be preferable for the OPCC if matters were sorted out at a local level if possible. The Information Commissioner will decide if he / she will investigate or not.

The Information Commissioner's Office can be contacted:

By post: Information Commissioner, Wycliffe House, Water Lane,
Wilmslow, Cheshire SK9 5AF

By phone: 08456 30 60 60 / 01625 54 57 45

Via the website: www.ico.org.uk