



FREEDOM OF INFORMATION COMPLAINT RIGHTS

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

You have the right to require Suffolk Constabulary to review their decision.

Ask to have the decision looked at again

Prior to lodging a formal complaint, you are welcome and encouraged to discuss the decision with the case officer who dealt with your request.

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 Suffolk Constabulary made under the Freedom of Information Act 2000 regarding access to information, you can lodge a complaint with Suffolk Constabulary to have the decision reviewed.

Complaints should be made in writing and addressed to:

Information Compliance Manager
Suffolk Constabulary
Police Headquarters
Martlesham Heath
Ipswich
Suffolk
IP5 3QS

In all possible circumstances, Suffolk Constabulary will aim to respond to your complaint within 3 months.

The Information Commissioner

If, after lodging a complaint with Suffolk Constabulary, 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 Freedom of Information Act (2000).



SUFFOLK CONSTABULARY

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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

Telephone: 01625 545 700

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