

## **HS2 Ltd Complaints Procedure – Information Requests**

1. Should you be unhappy with the outcome of a request for information treated under:

- Freedom of Information Act 2000 (FIOA),
- Environmental Information Regulations 2004 (EIR) or
- Data Protection Act request (DPA)

In the first instance, all complaints should be notified, in writing, to:

- Head of Consultation and Communications  
and
- FOI Manager.

2. Any expression of dissatisfaction with the original FOIA / EIR / DPA response will be treated as a request for an internal review. The request will be acknowledged in writing within 5 days, giving a date when the full reply will be sent.

3. After initial reconsideration by the case handler(s), if the complaint is found to be fully justified, you will be informed of this outcome, including details of why the original decision is now considered to be incorrect and particularly where procedural lapses have occurred, including a suitable apology.

4. However, if the case handler(s) consider the original decision to be correct, a full internal review will automatically be carried out by a member of the HS2 Ltd Executive Team, who has had no previous involvement with your request or complaint.

5. You will be informed of the outcome of the review within 20 working days of receipt of the complaint. For exceptionally complex cases this may be extended up to 40 working days. If an extension is deemed necessary, you will be informed of this.
6. If the independent review decision is to overturn the original decision in whole or in part you will receive notification of this decision, including details of why the original decision is now considered to be incorrect and particularly where procedural lapses have occurred, including a suitable apology (as described in paragraph 3).
7. If the independent review decision is to maintain the original decision in full, a decision letter will be issued setting out in detail the reasons why the original decision is being upheld, indicating where possible when in the future or in what particular circumstances the need to withhold that information would cease, and inform the applicant of their right to complain to the Information Commissioner.
8. If you are dissatisfied with the results of HS2 Ltd's internal review, you may appeal to the Information Commissioner (<http://www.ico.gov.uk/complaints.aspx>).