



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 the Cambridgeshire Constabulary to review their decision. 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 to have the decision looked at again –

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 Cambridgeshire Constabulary made under the Freedom of Information Act 2000 (the Act) regarding access to information you can lodge a complaint with Cambridgeshire to have the decision reviewed. The review will then be undertaken by our independent internal review panel. 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:
Information Access Office
Cambridgeshire Constabulary
Hinchingsbrooke Park
Huntingdon
Cambridgeshire
PE29 6NP

Cambridgeshire Constabulary 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 Cambridgeshire Constabulary, 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 or 01625 54 57 45