



The London Borough Of Hillingdon and the Freedom of Information Act 2000:

Complaints Procedure

If you are dissatisfied with a response to a request for information made under the Freedom of Information Act 2000, you can make a complaint. This document sets out how you should make your complaint and how we will deal with it.

Introduction

You can make a complaint in circumstances where information has been withheld because of an exemption or, you are not satisfied with the response you have received or when the time taken for us to respond is over 20 working days.

The London Borough of Hillingdon's FOI complaints procedure is designed to achieve three aims. Firstly, to inform you about the Act and your rights; secondly, to review any decisions made regarding the application of exemptions and finally to rectify any errors made in the FOI procedure.

There are four stages to the complaints process

1. Informal Discussion
2. Write to the FOI Officer
3. Write to the Principal Corporate Lawyer
4. Information Commissioners Office

Informal Contact

Before instigating a formal complaint in writing, you first contact the officer who dealt with your request or the Council's FOI Officer to voice your concerns. It may be that through a process of informal discussion they can satisfy your concerns regarding the response by providing with you information regarding your application and your rights.



The London Borough of Hillingdon



Freedom of Information Officer

If you are unable to resolve the complaint informally, then you should write to the Freedom of Information Officer who will address your concerns formally within 15 working days.

Freedom of Information Officer
Legal Services 3E/04
London Borough of Hillingdon
Civic Centre
High Street
Uxbridge
UB8 1UW

Principal Corporate Lawyer

If you are unhappy with the Freedom of Information Officer's response, then you should write to the Principal Corporate Lawyer. In your letter you should explain your concerns and give an explanation as to why you believe that the Freedom of Information Officer's response was unsatisfactory. The Principal Corporate Lawyer will then conduct an independent review of your application for information and your subsequent complaint. You will receive a response within 15 working days.

Principal Corporate Lawyer
Legal Services 3E/04
London Borough of Hillingdon
Civic Centre
High Street
Uxbridge
UB8 1UW

Information Commissioners Office

If you are still dissatisfied, you can seek an independent, external review from the Information Commissioner although the internal review must normally be completed before such an appeal can be made. Requests for a review by the Information Commissioner should be made in writing directly to:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Tel: 01625 545 700
Fax: 01625 545 510