



## **Newham Council**

### **Complaint / Internal Review Process**

### **Freedom of Information and Environmental Information Regulations**

If you believe we have not dealt with your Freedom of Information or the Environmental Information Regulations request satisfactorily you may initially complain to us and then to the Information Commissioner's Office. The Information Commissioner would expect you to have given the Council the opportunity to deal with your appeal prior to you contacting them.

You may complain if you feel we have mishandled or not responded to your request. You should send us your complaint or internal-review request within 2 months of our response.

Our internal complaint / internal review process has three stages, which are set out below.

#### **Stage 1**

The service area who answered your initial request investigates the appeal. Our response time is **10 working days** from the date of receipt. If you still feel dissatisfied with our response to your Stage 1 Appeal, you have a further right of appeal at Stage 2.

#### **Stage 2**

The Information Governance Team investigates your appeal. Our response time is **15 working days** from the date of receipt. If you still feel dissatisfied with our response to your Stage 2 Appeal, you have a further right of appeal at Stage 3. Please contact Information Governance.

#### **Stage 3**

Newham's Corporate Complaints Manager investigates your appeal. Our response time is **25 working days** from the date of receipt. If you remain dissatisfied with our response at Stage 3, a further complaint may be raised with the Information Commissioner.

Please direct all appeals (stage 1, 2 and 3) to:

#### **Information Governance**

Newham Dockside  
1000 Dockside Road, London E16 2QU  
Phone 020 430 3737 or Fax: 02084301504  
Email: [information.governance@newham.gov.uk](mailto:information.governance@newham.gov.uk)

We will acknowledge your complaint within 3 working days.

#### **Information Commissioner**

The Information Commissioner would expect you to have given the Council at least one opportunity to deal with your appeal prior to you contacting them. The Commissioner's office contact details are:

#### **Information Commissioner's Office**

Wycliffe House Water Lane, Wilmslow Cheshire, SK9 5AF  
Phone: 01625 545700 or Fax 01625 524 510  
Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)