



## **SOUTH WALES POLICE**

### **Freedom of Information Complaints Procedure**

If, upon receiving a response to a Freedom of Information Request, you are unhappy with the outcome, you may request an Internal Review.

Please note, any written reply from an applicant expressing dissatisfaction with an authority's response to a request for an information will be treated as a complaint and will automatically lead to an Internal Review.

Please send any requests for an Internal Review to: xxxxxxxxxx.xxxxxxxxxxxx@xxxxxxxxxxx.xxx.xxxxxx.xx

Alternatively, requests can be addressed to:

Freedom of Information  
South Wales Police Data Management and Disclosure Unit  
South Wales Police Headquarters  
Cowbridge Road  
Bridgend  
CF31 3SU

In order to progress your Internal Review as quickly as possible, please clearly explain the reasons for your dissatisfaction and quote your initial request reference number.

Please include full contact details including a phone number where possible, in case we need to contact you during the Internal Review process.

Receipt of your Internal Review will be acknowledged in writing. A fair and thorough review will then take place, enabling a fresh decision to be taken on a reconsideration of all the factors relevant to the issue. You will then be provided with a report containing the findings of the review and any subsequent actions taken by South Wales Police. It should take no longer than 20 working days to complete the Internal Review process.

If after the appeals procedure has concluded, you are still dissatisfied you have the right to direct your comments to the Information Commissioner ([www.ico.gov.uk](http://www.ico.gov.uk)) who will give it due consideration.

Please note, the Information Commissioner will expect an applicant to have requested an Internal Review before they conduct an investigation into the matter.

If you have any queries in relation to this process please contact the Freedom of Information Office on 01656 303444 or via email at the email address provided above.

This complaints procedure will also be followed if a complaint is received in relation to the South Wales Police Publication Scheme.