

INTERNAL REVIEW AND COMPLAINTS PROCESS

Complaints Process

If you are not satisfied how we serviced your request generally you may complain via Contact Us – Freedom of Information, Tamworth Borough Council's Complaints procedure. This can be accessed through our website <http://www.tamworth.gov.uk/contact-us> Or a paper copy can be provided by telephoning 01827 709 709.

Internal Review

If you are not satisfied with the decision to withhold information or disagree with the any fees applied then you may ask for an Internal Review. If this is the case please state and submit a full submission on why you disagree with the decision to the following address. Your appeal will be considered by appropriate officers who did not take part in the original processing of your request.



Information Governance Manager
Tamworth Borough Council
Marmion House
Lichfield Street
Tamworth
B79 7BZ

Finally if you are still dissatisfied then you may wish to lodge a complaint to the Information Commissioner for an independent review at the following address:



The Information Commissioner
Wyncliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 08456 30 60 60
Web Address: www.ico.gov.uk