



FREEDOM OF INFORMATION COMPLAINT RIGHTS

Are you unhappy with how your request has been handled or do you think the decision is incorrect?

The Freedom of Information Act provides a right to individuals to ask Suffolk Constabulary to review the decision of the Freedom of Information Coordinator.

Ask for the decision to be reconsidered

Prior to lodging a formal complaint, you are welcomed and encouraged to discuss the decision with the Freedom of Information Coordinator who dealt with your request.

The quickest and easiest way to have the decision looked at again is to contact the Freedom of Information Coordinator directly either by phone or email using the details provided at the end of the correspondence.

We will discuss with you the decision, explain any issues and assist with any problems.

Requesting an Internal Review

If you are dissatisfied with the handling procedures or the decision of Suffolk Constabulary made under the Freedom of Information Act 2000 regarding access to information, you can lodge a complaint with Suffolk Constabulary to have the decision reviewed.

A request for an internal review must be made within two calendar months of receipt of the Constabulary's response. Although any request for a review made outside this time limit will normally be refused, discretion should be used in cases where there are extenuating circumstances, for example, incapacitation of the requester.

Complaints should be made in writing or via email and addressed to:

Information Compliance Manager
Suffolk Constabulary
Police Headquarters
Martlesham Heath
Ipswich
Suffolk
IP5 3QS
information@suffolk.pnn.police.uk



The Internal Review procedure ensures an independent review of the information you have requested, and the subsequent disclosure provided. A decision as to whether the response is upheld or revised will be made within 20 working days from receipt of the request.

The Information Commissioner

If, after lodging a complaint with Suffolk Constabulary, you are still dissatisfied with the decision, you may make application to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the legislative requirements of the Freedom of Information Act (2000).

For information on how to make application to the Information Commissioner, please visit their website at www.informationcommissioner.gov.uk

Alternatively, phone or write to:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 01625 545 700

The Information Tribunal

On receipt of a decision notice from the ICO, either party (Constabulary or applicant) can appeal the decision of the ICO with the Information Tribunal. There is a deadline timeframe of 28 days to lodge an appeal.