

Freedom of Information Response Appeal Procedure

Here we explain who can appeal, how to make an appeal, what steps Bedfordshire Fire and Rescue Service will take and what you can do if you remain dissatisfied with our response.

Who can appeal?

Anyone who has requested information from Bedfordshire Fire and Rescue Service in writing under the Freedom of Information Act 2000 can appeal.

If you have asked for information and you are not satisfied with the way we have dealt with your request, you can use the appeal process to have the matter reviewed. If you requested information and would like to appeal but cannot do so yourself, someone else can appeal on your behalf, making it clear that they are doing so.

What can be appealed?

You can appeal about the range, amount and format of information we have sent in response to your request.

You can also appeal about the way we handled your request; for example, the time we took to respond or the way we worded letters.

Who do I make my appeal to?

If you are not happy with the way we have handled your request for information, we recommend you first write to Bedfordshire Fire and Rescue Service at:

Service Assurance Manager
Bedfordshire Fire and Rescue Service
Southfields Road
Kempston
Bedford
MK42 7NR

Bedfordshire Fire and Rescue Service Appeals Process

Our FoI team will work with you to try and resolve the issue informally. If you are not satisfied, as soon as you notify us a senior member of staff will carry out a full review of your request and the area(s) of concern raised. We will keep you informed of our progress and send you a formal response within 20 working days.

If you still feel that we have not provided a satisfactory response, you can appeal to the Information Commissioner's Office.

Information Commissioner's Office (ICO)

Alternatively, you can appeal directly to the Information Commissioner's Office, rather than use Bedfordshire Fire and Rescue Services' appeal process, by following the ICO's complaints procedure.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF