

FREEDOM OF INFORMATION ACT

Appeals and Complaints

This procedure only applies to appeals or complaints in relation to the Freedom of Information Act 2000 or the Environmental Information Regulations 2004.

For other University complaints procedures, please contact the University's Office for Student Complaints, Appeals and Regulations (OSCAR) on 01642 342322.

If you are dissatisfied with the way in which an information request has been handled, or if you wish to appeal against the withholding of requested information, the following steps should be taken. This process complies with the applicable legislative requirements, and Stage 2 must be carried out before progressing to Stage 3.

Stage 1: Informally approach either the person who supplied your information or Legal and Governance Services as below. There is no obligation to complete this stage, but we would hope to resolve most queries quickly and without the need for a formal complaint.

Stage 2: Contact Legal and Governance Services as below and ask for a formal review of your request to be carried out. This will prompt an internal review of the actions taken and the response provided. We will write to confirm what action we intend to take and the anticipated time-scale for completing the review.

Head of Information Governance	
Legal and Governance Services	tel: 01642 342093
Teesside University	fax: 01642 384299
Middlesbrough	email: foi@tees.ac.uk
TS1 3BA	

Stage 3: If you are still dissatisfied following a formal internal review, the complaint can then be referred to the Information Commissioner's Office. Further information about their complaints procedure is available from www.ico.org.uk.

First Contact Team	
Information Commissioner's Office	tel: 0303 123 1113
Wycliffe House	
Water Lane	web: www.ico.org.uk
Wilmslow	
SK9 5AF	