

Yorkshire Forward Freedom of Information Act, Environmental Information Regulations & Data Protection Act Complaints Procedure

Making a Complaint

Yorkshire Forward is committed to dealing with complaints relating to Freedom of Information and Environmental Information Regulations promptly and learning from them, in order to make necessary changes to our systems and procedures to ensure that similar occurrences do not happen again.

What you should do

If you are not happy with the way in which your request for information under the Freedom of Information Act, Environmental Information Regulations or the Data Protection Act has been handled, you can make a formal written complaint to The Executive Director of Finance at Yorkshire Forward, Victoria House, 2 Victoria Place, Leeds, LS11 5AE. The attached form may help you do this.

What we will do

We will take your complaint seriously and hold an Internal Review within 20 working days. The Internal Review will be held in accordance with regulations and recorded on an Internal Review Form. Where possible, your complaint will be handled by different people to those you have already had dealings with at Yorkshire Forward.

We will send an acknowledgement within 4 working days and a reply within a further 16 working days. In all cases, we will contact you within 20 working days, if we cannot resolve your complaint sooner.

If you are not satisfied with the outcome of our complaints procedure, you have the right to appeal to the Information Commissioner at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, telephone: 01625 545700, fax: 01625 524510 or email: xxx@xxx.xxx.xxx.xx Please note that email is not guaranteed as a secure way to communicate. The Information Commissioner's website can be found at: www.ico.gov

Yorkshire Forward
Freedom of Information Act, Environmental Information Regulations
& Data Protection Act Complaints Form

DATE:

CONTACT DETAILS OF REQUESTER:

NAME:

ADDRESS:

E-MAIL ADDRESS:

CONTACT NUMBER:

NATURE OF COMPLAINT:

Return completed form to: The Executive Director of Finance,
Yorkshire Forward, Victoria House, 2 Victoria Place, Leeds, LS11 5AE.