

FREEDOM OF INFORMATION ACT 2000

COMPLAINTS PROCEDURE



This procedure is designed to assist anyone who is unhappy with the outcome of a request for information under the Freedom of Information Act 2000.

Informal Complaints

In the first instance, the individual that processed your initial request will seek to resolve the complaint informally within 20 working days. If you remain dissatisfied with the outcome you can submit a formal written complaint.

Formal Written Complaints

If the complaint cannot be resolved informally, a formal written complaint should be lodged within 40 days of either receiving the original response to your request or from the date that the unsatisfactory informal response was received. The complaint should be submitted in writing to foi@keele.ac.uk and will be reviewed by the Secretary to the University Council or their nominee.

The Secretary to the University Council (or nominee) should acknowledge receipt in writing within five working days of receiving the complaint. The letter of acknowledgment should explain how the complaint will be processed, with an estimate of the time necessary to investigate the complaint and respond.

The complaint will then be fully investigated, and a written response provided within the estimated time period.

Information Commissioner

If having received the University's response the complainant remains dissatisfied, the complaint may then be addressed to the Information Commissioner, whose office is the independent body that oversees the implementation of the Freedom of Information Act. Complaints can be made online at www.ico.org.uk/make-a-complaint/ or by post to:

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