



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 individual to ask Suffolk Constabulary to review the decision of the FOI Decision Maker.

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 Decision Maker who dealt with your request.

The quickest and easiest way to have the decision looked at again is to contact the FOI Decision Maker directly, either by phone or mail, using the details provided at the end of the response.

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

Requesting an Internal Review

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

A request for an Internal Review must be made within **20 working days** of receipt of the Constabulary's response. Although any request for a review made outside of this time limit will normally be refused, discretion should be applied to cases where there are extenuating circumstances, for example, incapacitation of the requester.

Complaints should be made in writing or via email and addressed to the Information Compliance Manager for Norfolk and Suffolk Constabularies via the following details:

The Suffolk Constabulary in complying with their statutory duty under sections 1 and 11 of the Freedom of Information Act 2000 to release the enclosed information will not breach the Copyright, Designs and Patents Act 1988. However, the rights of the copyright owner of the enclosed information will continue to be protected by law. Applications for the copyright owner's written permission to reproduce any part of the attached information should be addressed to the Information Compliance Manager, Suffolk Constabulary Headquarters, Martlesham Heath, Suffolk, IP5 3QS.



SUFFOLK CONSTABULARY

NOT PROTECTIVELY MARKED

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 response provided. A decision as to whether the response is upheld or revised will be made within 20 working days from receipt of the complaint.

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 Commissioners Office (ICO), 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 <http://ico.org.uk/>.

Alternatively, phone or write to:

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

Telephone: 01625 545 700

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