

Freedom of information complaints procedure

The NMC is committed to making information available under the Freedom of Information Act 2000 (FoI Act) and to ensuring that the service it provides for those wishing to gain access to information is simple, efficient and effective.

If you feel the service you have received does not meet these aims or your expectations please write, giving details of your complaint, to:

The Chief Executive and Registrar
Freedom of Information Complaint
Nursing and Midwifery Council
23 Portland Place
London
W1B 1PZ

Your complaint will be fully investigated and treated confidentially. If your complaint is about a response to a request for information, it will be dealt with by an officer who was not involved in the original decision. An initial response will be made within 5 working days of receipt of the complaint. A full investigation and any decision will be made and conveyed to you within 20 working days. If we are unable to deal with your complaint within this time we will inform you and let you know the reason for the delay.

If your complaint is upheld you will be notified of what action will be taken. If it is a request for information the information will be provided to you. If the complaint is not upheld you will be given a reason for the decision.

If we do not deal with your complaint to your satisfaction, you are entitled to refer your complaint to:

The Office of the Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

www.informationcommissioner.gov.uk