

Freedom of Information Act (2000) – Your Rights

All requests are acknowledged and then considered in accordance with the Freedom of Information Act 2000 (the Act) and a decision letter will be provided within 20 working days, unless there are exceptional circumstances.

If such circumstances apply you will be provided with an update within that 20 day period. Should NHS Eastern and Coastal Kent (the Trust) be unable to fully comply with your request you will be advised why this is the case. If you are unhappy with the decision or the way your request has been handled, you have the right to request the Trust to carry out a review.

Prior to requesting such a review, you are encouraged to discuss the process with the person who dealt with your request. The quickest and easiest way for the decision to be looked at again is to telephone the person named at the end of your decision letter. If you remain dissatisfied you can then lodge a formal complaint with the Trust in writing and addressed to:

Company Secretary
Corporate Office
NHS Eastern and Coastal Kent
Brook House
John Wilson Business Park
Chestfield
Whitstable
Kent
CT5 3QZ

The Trust will acknowledge receipt and aim to respond as soon as practicable and in most cases within 20 working days of receipt. If the review will not be completed within this timescale you will be informed.

The Information Commissioner

If you are still dissatisfied with the decision, you may apply to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the Act.

For information on how to make an application to the Information Commissioner please visit their website www.ico.gov.uk. Alternatively, phone or write to:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Phone: 08456 30 60 60

