



Heddlu Police

DYFED-POWYS

Freedom of Information Act 2000

Internal Review Process

Dyfed Powys Police have an internal review process for requestors who wish to seek an internal review regarding their requests for information. Using the internal review process will not affect the right of a requestor to appeal directly to the Information Commissioner if he/she so wishes.

Who can seek an internal review?

Anyone who has requested information from the Force can request an internal review; this includes applicants whose requests have been deemed vexatious. If a requestor has requested information and is not satisfied with the way Dyfed Powys Police has dealt with the request, the requestor can use the internal review process to have it looked at again. If someone who requested information would like to submit an internal review but cannot do so themselves another person can submit an internal review on their behalf.

What can a requestor seek an internal review about?

A requestor can seek an internal review about the range, amount and format of information Dyfed Powys Police have sent following a request. A requestor can also seek an internal review about the way a request was handled – for example, the time it took to respond, or the way letters were worded.

How can a requestor submit an internal review?

A requestor will need to contact the Freedom of Information Unit at Dyfed Powys Police. It will be helpful if the requestor can provide as much information as possible about the request made and the reason for the internal review. If possible the original reference number provided to the requestor should be quoted. The Freedom of Information Unit can be contacted at the following address:

Freedom of Information Unit
Dyfed Powys Police
PO Box 99
Llangunnor
Carmarthen
SA31 2PF
Telephone: 101 /01267 222020
Direct Line: 01267 226014/01267 226297
E-mail: FOI@Dyfed-Powys.pnn.police.uk

Time Limits

If you wish to submit an internal review you should do this within two months following the final response you receive from Dyfed Powys Police in relation to your request, this is in line with ICO (Information Commissioner's Office) guidance. Dyfed Powys Police aims to deal with and complete your internal review as soon as practicable and in any case within twenty working days and in "exceptional circumstances" forty working days following receipt of your request for a review, this is in line with Information Commissioner's Office Guidance.

What will happen to a request for an internal review?

- Once the Freedom of Information Unit has enough details to identify the request the Dyfed Powys Police will begin a review of what happened and when.
- Where Dyfed Powys Police has not followed proper procedures, or has failed to provide a high quality of service, an apology and an explanation on what procedures Dyfed Powys Police will follow to ensure it doesn't happen again will be provided to the requestor.
- If Dyfed Powys Police should have provided information and has not provided it, the requestor will be sent the information immediately. If it is believed following review that the original response was correct, the requestor will be informed of this. The requestor will be informed of his/her options.

Appeal to the Information Commissioner

If the requestor is still not satisfied following the review he/she can take the appeal to the Information Commissioner who may investigate the matter on behalf of the requestor. This option is open to the requestor at all times. It would be preferable to Dyfed Powys Police if matters were sorted out at a local level if possible. The Information Commissioner will decide if he/she will investigate or not.

The Information Commissioner's office can be contacted at the following address:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113 or 01625 54 57 45

Web address: www.ico.org.uk