

# **Freedom of Information**

## **Internal review and complaints procedure**

In accordance with the Freedom of Information Act 2000 (the FOIA) an applicant who has made a request for information and who wishes to complain about the response of the public authority or its handling of the request has a right to ask for an internal review to be carried out.

If you have a complaint about the GDC response or handling of your FOI query you may write to the Chief Executive at the GDC offices who will try to resolve your complaint.

Complaints should be addressed as follows:

Chief Executive and Registrar  
General Dental Council  
37 Wimpole Street  
London  
W1G 8DQ

The Chief Executive, or his or her representative, will review your complaint and respond to it as soon as possible. The Information Commissioner considers that a reasonable time for completing such an internal review is 20 working days from the receipt of the request for the review.

In addition we will take account of our corporate administration standards with regard to response times for acknowledging and providing full responses to written communications. These response times are subject to regular review and are available on request.

If any delay in responding to your complaint is anticipated we will update you.

Where appropriate the Chief Executive will seek legal advice on any legal decisions taken in relation to the request, for example as to whether or not documents should have been disclosed to an enquirer.

If the Chief Executive or the Council's legal services team have been involved in the handling of the complaint the Chief Executive may ask one of the Council's directors to review the complaint on his behalf and/or seek a legal view from solicitors outside the Council.

If, at the end of the review process, you are not satisfied with the response that you receive, you may write to the Information Commissioner, who is appointed to consider such complaints. His contact details are as follows:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 01625 545 745  
Fax: 01625 524 510  
Email: [enquiries@ico.gsi.gov.uk](mailto:enquiries@ico.gsi.gov.uk)

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