



Could we have done better?

Procedures for dealing with a request for an internal review or complaint under the Freedom of Information Act 2000

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To make any comments, raise any concerns, make a complaint or to request a formal internal review of response under the Freedom of Information Act, please contact:

**Senior Information Risk Owner
Passenger Focus**

at the address on the back of this leaflet
or by email to: siro@passengerfocus.org.uk

If you remain dissatisfied you can contact the Information Commissioner at any time – these details are also provided.

Contact us

Passenger Focus
1 Drummond Gate
London SW1V 2QY
www.passengerfocus.org.uk

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
www.ico.gov.uk

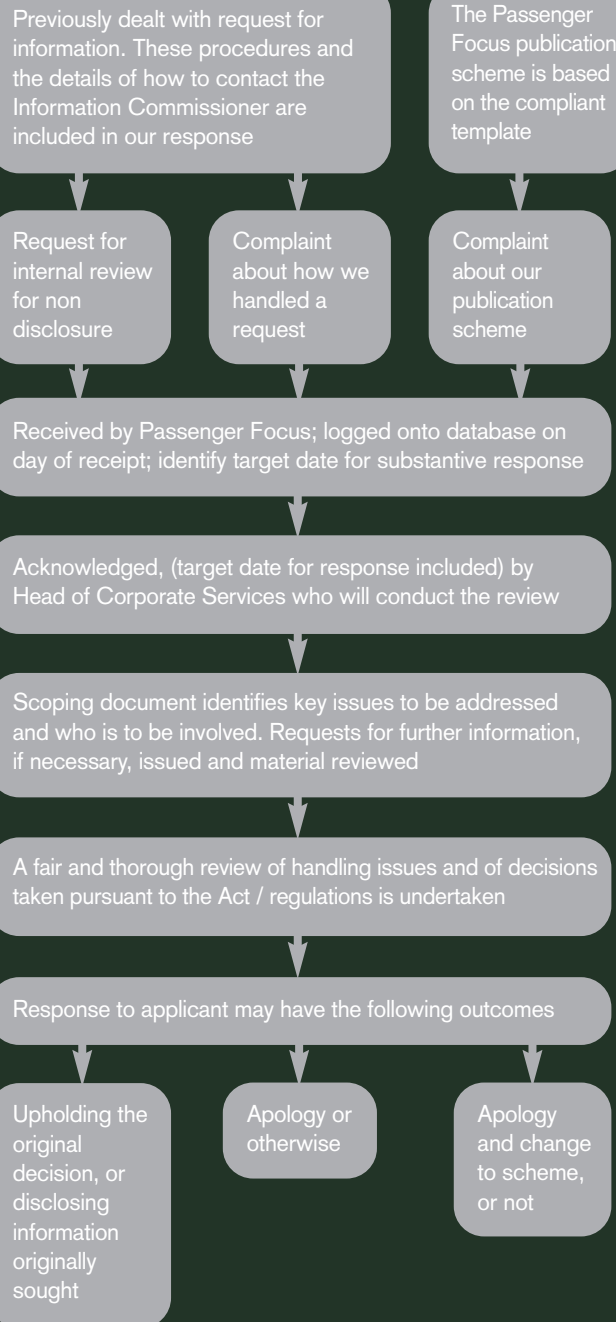
Introduction

Passenger Focus is committed to upholding the spirit as well the letter of the responsibilities placed on public authorities under the Freedom of Information Act 2000 and the Environmental Protection Regulations 2004.

These procedures help support this commitment. They apply both to conducting an internal review following a complaint in respect of the handling of a request for information, and to a complaint made under our publication scheme. In the former case, such a review would also cover circumstances in which a decision to withhold information had been previously made.

These procedures also set out how we will respond to a complaint about Passenger Focus's work or activities.

Summary flow chart of our procedures



Target dates

Our aim is to conduct a review and respond to the applicant / complainant within 20 working days. If we need longer we will make this clear either at the outset, or within the 20 working days.

Fair and thorough?

We will do our best to ensure that any review will be impartial, thorough, clear and simple. We will arrive at a fresh decision based on a reconsideration of all factors relevant to the issue(s).

No review will ever be conducted by the member of staff who dealt with original request or application.

In respect of issues under the Freedom of Information Act 2000, and where it is necessary to review any exemptions or the application of the public interest test, we will do this on the circumstances that applied at the time of the original request or application.

Assured

All matters dealt with under this procedure will be reported to the Audit Committee of Passenger Focus.