

How to complain about our handling of your request for information

What can you do if you want to complain?

1. If you are unhappy with the way we have responded to your request for information under the Freedom of Information Act 2000, the Environmental Information Regulations 2004, the General Data Protection Regulation 2016 or the Data Protection Act 2018, or if you think we are not complying with our Publication Scheme, you should write to:

Executive Assistant
Local Government and Social Care Ombudsman's office
PO Box 4771
Coventry
CV4 0EH

Email: foiappeals@lgo.org.uk

If you want to complain about the way we responded to your request for information, you need to do this within two months of the date of the response we issued to you.

2. All complaints about access to information will be directed to the Director of Investigation. Complaints about our Publication Scheme will be dealt with by the Head of Policy and Communications.

How long will it take?

3. We will acknowledge written complaints within five working days. We will aim to provide a full response to you about your complaint within 20 working days of receiving it. If, for some special reason, we cannot reply within that time, we will let you know and explain why.

Additional help

4. Please let us know if you have difficulty using our service, for example, if you have a disability or if English is not your first language.

What happens if we agree with your complaint?

5. If we find that we have not responded properly to your request, we will apologise and reconsider the request you made.
6. If we find we should not have withheld information you asked for, we will tell you how soon we will disclose the information to you.

What happens if we do not agree with your complaint?

7. We will confirm our previous decision and explain to you why we are not going to meet your request. If you are still not satisfied, you can apply to the Information Commissioner. Requests for a review by the Information Commissioner should be made in writing to:

The Information Commissioner's Office
Wycliffe House
Water Lane
WILMSLOW
Cheshire SK9 5AF

Helpline: 0303 123 1113
Tel: 01625 545700
Fax: 01625 545510
www.ico.org.uk