

UNIVERSITY OF LONDON

Freedom of Information Act 2000: Complaints Procedure

If you are dissatisfied with the response to your request for information you may invoke the appeals and complaints procedure provided below. Any complaints or requests for internal review should be submitted in writing to the Freedom of Information Officer at records.management@london.ac.uk.

The emphasis in this procedure is on informality, with the object of solving problems quickly, simply and fairly. It is hoped that the great majority of issues can be settled amicably at the First Stage, and that complaints will only exceptionally require an internal review or escalation to the Information Commissioner.

Stage 1 - Informal resolution

The object of this First Stage is to resolve problems quickly and simply. The practical arrangements for dealing with problems may differ across departments according to their size and structure.

- a) An enquirer should initially raise the complaint, in writing, with the University's Freedom of Information Officer at records.management@london.ac.uk, including the details and date of the request for information and the University department to which it was made.
- b) It may be that the information provided may not have been what the requester was looking for – therefore the requester may further clarify the request. The university will then try to provide the clarified information as soon as is possible.
- c) The requester may have further questions based on the response provided, which will be treated as a new request for information.
- d) The requester may be unhappy with a decision to exempt information. The university will provide more information to the requester about the exemption and why it was applied.
- e) The requester may be unhappy about information provided outside the 20 working day compliance limit. The university will ensure that the information has been provided and explain why the compliance target was not met.

Stage 2 – An internal review

If the matter cannot be resolved satisfactorily at the first stage, the enquirer may ask for an internal review. The University follows the Information Commissioner's guidelines on internal reviews.

- a) It will be a thorough reconsideration of the decision to withhold information and the handling of the request.
- b) In certain circumstances the original request may require consideration depending on the basis and timing of the review.
- c) The review will be impartial, thorough and swift and the outcome must be notified promptly to the complainant.
- d) The internal review should be completed in 20 working days. In exceptional cases it may be appropriate to take longer but even in those cases it should not exceed 40 working days.
- e) An informal record of each complaint - the name of the complainant, the nature of the complaint, and how it has been resolved - will be retained according to an authorised retention schedule.

Stage 3 – The Information Commissioner

An enquirer who has completed stages one and two but is still not satisfied with the handling or outcome of their request may write to the Information Commissioner directly at:

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