

# UNIVERSITY OF LONDON

## Freedom of Information Act 2000: Complaints Procedure

### *General*

If you are dissatisfied with the response you have had from the University in respect of a request for information, you may invoke the appeals and complaints procedure as laid out below. Any complaints for internal review should be submitted in writing to the Freedom of Information Officer.

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 reach the Third Stage.

### *1. First Stage*

1.1 An enquirer should initially raise the complaint, in writing, with the University's Freedom of Information Officer, including the details and date of the request for information and the University department to which it was made.

1.2 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.

### *2. Second Stage*

2.1 If the matter cannot be resolved satisfactorily at the First Stage, the enquirer may refer it to the University's Legal and Constitutional Advisor. The Legal and Constitutional Advisor has discretion as to how the complaint is investigated and determined. 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.

### *3. Final Stage*

3.1 If the matter cannot be resolved satisfactorily at the Second Stage, the Enquirer may make a formal complaint to the University's Director of Administration. Only in exceptional circumstances will any complaint which has not been through the two previous stages be accepted at this stage.

3.2 If the Director of Administration comes to the conclusion that the complaint has already been fairly settled at an earlier stage, or that the complaint is trivial, or wholly lacking in merit or substance, he or she will dismiss the complaint.

3.3 If the Director of Administration comes to the conclusion that there is substance in the complaint, he or she will resolve the complaint, in discussion with the relevant Head of Department.

3.4 An enquirer who has exhausted the above procedure but is still not satisfied with the handling or outcome of a complaint may write to the Information Commissioner directly at:

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF