

## Bardwell Parish Council

### Freedom of Information Request How to Request a Review

#### Request for Review: following failure to provide information requested in accordance with the Freedom of Information Act

Bardwell Parish Council, hereafter referred to as 'the Council', would normally expect the Parish Clerk or a named officer to understand what information you have asked for and be able to tell you where you can find it or to provide it to you. If the information you receive is not what you asked for or need, you should first contact the Parish Clerk or named officer. If the information is not available you will be told why.

If you believe that the Council has not dealt with your request fairly and cannot deal with it satisfactorily on an informal basis, you may ask for a Review as detailed below.

If you have followed our Review procedure and are still not happy with how we have dealt with your request, you may also contact the Information Commissioner to ask them to investigate this matter further.

#### Formal Review Procedure

If you are dissatisfied with the outcome of the response to your request for information, this will be dealt with under our Complaints Procedure.

Please put your request for a review/complaint in writing, providing any supporting evidence, to the Clerk to the Council.

Your review request/complaint will be acknowledged within 5 working days.

If the Clerk to the Council dealt with your initial request for information your review request/complaint will automatically be referred to the Chairman of the Council who will report this to the Complaints Committee of the Council or, if deemed more appropriate, to the full Council. You will be advised accordingly. A copy of the Council's Complaints Procedure is attached: please note that paragraph 10 does not apply.

Your review request/complaint will receive a response within 20 working days. If additional time is required you will be notified accordingly.

If, after pursuing the above process, you are still dissatisfied with the response you have been given, you may refer the matter to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

The Information Commissioner's contact details are:

Information Commissioner's Office, Wycliffe  
House, Water Lane,  
Wilmslow, Cheshire SK9 5AF

Telephone: 0303 123 1113.  
Website: [ico.org.uk](http://ico.org.uk)