

Complaints Procedure

Under the Freedom of Information Act 2000 and Environmental Information Regulations 2004, if you are dissatisfied with the response given to your request, you are entitled to make a complaint.

Under HPBC's complaints procedure for Freedom of Information Act and Environmental Information requests, you must address your complaint to 'The Chief Executive'. The complaint will then be looked at by the relevant officers, and responded to normally within 20 working days.

All complaints will be treated confidentially and in line with our equalities policy.

If you remain dissatisfied after this response then you may take your complaint to the Information Commissioner's Office. Please note this must be done within 2 months of receiving the Council's final response.

The contact address for the Information Commissioner's Office is:

FOI/EIR Complaints Resolution
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

What can I complain about?

You can complain that you have been refused access to information. You can also complain about how the public authority has handled your request, for instance:

- failure to respond to your request within 20 working days (or failure to explain why an extension to the 20 days is needed on a request under the Environmental Information Regulations)
- failure to give you proper advice and help
- failure to give the information in the form in which you asked for it, or to release the information
- failure to properly explain any reasons for refusing your request