

FREEDOM OF INFORMATION ACT 2000

INTERNAL REVIEW PROCEDURE



This procedure is designed to assist anyone who is dissatisfied with the outcome of a request for information under the Freedom of Information Act 2000.

Informal Queries

In the first instance, the individual who processed your initial request will seek to address any queries you have within 20 working days.

Internal Review

If you are not satisfied with the University's response to your Freedom of Information request, please submit a request for internal review in writing to foi@keele.ac.uk within 40 working days of receipt of the original response. An internal review response will usually be provided within 20 working days of receipt and will be undertaken, wherever possible, by someone other than the person who processed the original request. If the review will take longer to conduct, you will be informed of this along with the expected timeframe for response.

Information Commissioner

If you are dissatisfied with the outcome of the University's internal review, you may contact the Information Commissioner, whose office is the independent body that oversees the implementation of the Freedom of Information Act.

www.ico.org.uk/make-a-complaint/

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