



KEELE UNIVERSITY

FREEDOM OF INFORMATION ACT 2000

COMPLAINTS PROCEDURE

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

Informal Complaints

In the first instance, the individual should seek to resolve the complaint informally by speaking to the person concerned.

Formal Written Complaints

If the complaint cannot be resolved informally, a formal written complaint should be lodged within 28 days of either receiving the original response to your request or from the date that the unsatisfactory informal response was received. The complaint should be submitted in writing to the Secretary of the University Council.

The Secretary of the University Council should acknowledge receipt in writing within five working days of receiving the complaint. The letter of acknowledgement should explain how the complaint will be processed, with an estimate of the time necessary to investigate the complaint and respond.

The complaint will then be fully investigated, and a written response given within the period of the estimate required above.

Information Commissioner

If having received the University's response the complainant remains dissatisfied, the complaint may then be addressed to the Information Commissioner, whose office is the independent body that oversees the implementation of the Freedom of Information Act.

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.org.uk

Information Tribunal

In the event of being dissatisfied with the response or judgement received from the Information Commissioner, you also have the right to appeal against his decision to the Information Tribunal. Further details of this body and making such an appeal can be sought from the Department for Constitutional Affairs. <http://www.justice.gov.uk/tribunals/general-regulatory-chamber>

Further guidance on the Freedom of Information Act can be obtained from the [Governance Team](#).