



ENVIRONMENTAL INFORMATION REGULATIONS 2004

City of London's Complaints Procedure under the Regulations

WHO WE ARE

The City of London is the historic governing body for the Square mile and provides a wide range of public, private and charitable services to the Square Mile, London and the United Kingdom. You can find out more about us from our website:

www.cityoflondon.gov.uk.

CITY OF LONDON AND THE SCOPE OF THE REGULATIONS

The Regulations apply to the City of London as a Local Authority, Police Authority and Port Health Authority, and to the Guildhall School of Music & Drama, which is managed by the City of London. It also applies to us as a Markets Authority, and to our management of Open Spaces inside and outside the City.

HOW WE SHOULD COMPLY WITH THE REGULATIONS

We are normally required under the Regulations to respond to your request for environmental information by providing the information within 20 working days, unless an exception to disclosure applies.

YOUR RIGHT TO COMPLAIN

Complaints (or "representations" as they are called in the Regulations) about how we have managed your request can be made in writing using the Complaints Procedure described here. If dissatisfied with the outcome, you can complain to the Information Commissioner. You can in any event complain straight to the Information Commissioner, but the Commissioner may ask you first to direct your complaint to us.

OUR COMPLAINTS PROCEDURE UNDER THE REGULATIONS

(1) Please write to: Complaints Officer, Town Clerk's Department, City of London, PO Box 270, Guildhall, London, EC2P 2EJ, UK; or email - complaints@cityoflondon.gov.uk

(2) In accordance with the Regulations and with published guidance, we aim to provide an impartial review by someone different from the original decision-maker; and to respond to the complaint within 20 working days, and in any event no later than 40 working days, from the first working day after we receive the complaint.

(3) If the complaint is not upheld, you can complain to the Information Commissioner.

INFORMATION COMMISSIONER

The Information Commissioner is a Crown appointment, responsible for monitoring compliance with the Environmental Information Regulations 2004.

The Commissioner's contact details are:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: (01625) 545700

You may also like to visit the website of the Office of the Information Commissioner, at: www.ico.org.uk/.