



Freedom of Information Act 2000

City of London's FOI Complaints Procedure

Who we are

The City of London provides local government services for the financial and commercial heart of Britain, the 'Square Mile'. It also has some other functions. You can find out more about us from our website: www.cityoflondon.gov.uk.

The City of London and the scope of the Act

The Act applies 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.

How we should comply with the Act

We are normally required under the Act to respond to your request for information by providing the information within 20 working days, unless an exemption applies.

Your right to complain

The Act contains a right of complaint. In the first instance you are required to complain to the authority which managed your request, if they have a complaints procedure. If dissatisfied with the outcome of your complaint, you can then complain to the Information Commissioner's Office.

Our complaints procedure under the Act

(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 guidance published by the Information Commissioner's Office, 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 from the first working day after we receive the complaint.

(3) If the complaint is not upheld, you are allowed under the Act to complain to the Information Commissioner's Office.

Information Commissioner

The Information Commissioner is a Crown appointment, responsible for monitoring compliance with the Freedom of Information Act 2000.

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