



RE-USE OF PUBLIC SECTOR INFORMATION REGULATIONS

City of London's Complaints Procedure

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.

THE CITY OF LONDON AND THE SCOPE OF THE REGULATIONS

The Regulations apply to the City of London as a Local Authority and Police Authority, and to the Library of the Guildhall School of Music & Drama, which is managed by the City of London.

HOW WE SHOULD COMPLY WITH THE REGULATIONS

We are required under the Regulations to respond to your re-use request within 20 working days, beginning from the first working day after the request is received. The Regulations permit this period to be extended where the request is extensive or complex.

YOUR RIGHT TO COMPLAIN

The Regulations contain a right of complaint. In the first instance, if you are dissatisfied with a response we have made to your request for information, you can complain to us. If dissatisfied with the outcome of your complaint, 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) 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 can complain to the Information Commissioner.

INFORMATION COMMISSIONER

The Information Commissioner is a Crown appointment, responsible for considering complaints about public bodies in relation to compliance with the Regulations (the Commissioner is also responsible for this in relation to 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