



City of London Corporation

Environmental Information Regulations Complaints Procedure

Contents

<u>1. Introduction.....</u>	<u>2</u>
<u>2. The City of London Corporation and the scope of the Environmental Information Regulations</u>	<u>2</u>
<u>3. How we comply with the Environmental Information Regulations</u>	<u>2</u>
<u>4. Your right to complain</u>	<u>2</u>
<u>5. Our complaints procedure</u>	<u>2</u>
<u>6. Information Commissioner</u>	<u>3</u>
<u>7. Version control</u>	<u>3</u>

1. Introduction

The City of London Corporation 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

2. The City of London Corporation and the scope of the Environmental Information Regulations

The Environmental Information Regulations 2005 applies to the City of London Corporation as a Local Authority, Police Authority and Port Health Authority, and to the Guildhall School of Music and Drama, which is managed by the City of London Corporation.

3. How we comply with the Environmental Information Regulations

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

4. Your right to complain

The Environmental Information Regulations contains a right of complaint. In the first instance, if you are dissatisfied with the response we have made to your request for information, you can raise a complaint with us.

If you remain dissatisfied with the outcome of your complaint, you can raise a complaint to the Information Commissioner.

You can, in any event, complain to the Information Commissioner, but the Commissioner may ask you to first direct your complaint to us.

5. Our complaints procedure

To raise a complaint, you can

1. Write to: Compliance Team, Comptroller and City Solicitor's Department, PO BOX 270, Guildhall, London, EC2P 2EJ
2. Email: Information.officer@cityoflondon.gov.uk

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 40 working days from the first day after we receive the complaint.

If you are dissatisfied with the outcome of your complaint you can complain to the Information Commissioner.

6. 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

Telephone: 0303 123 1113

Website: www.ico.org.uk

7. Version control

Version number	Date of review	Changes made
0.1	January 2026	Initial document