



City of London Corporation

Freedom of Information Act Complaints Procedure

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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 Freedom of Information Act

The Freedom of Information Act 2000 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 Freedom of Information Act

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

4. Your right to complain

The Freedom of Information Act 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 (also known as an internal review) 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.

Please note that the Code of Practice under section 45 of the Freedom of Information Act states that public authorities are not required to accept a complaint made, after 40 working days from the date the authority has issued an initial response to a request for information.

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 20 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	May 2018	Initial document
0.2	January 2026	Updated to new format