



City of London Corporation

Re-Use of Public Sector Information Regulations Complaints Procedure

Contents

| | |
|---|----------|
| <u>1. Introduction.....</u> | <u>2</u> |
| <u>2. The City of London Corporation and the scope of the Re-use of Public Sector Information Regulations</u> | <u>2</u> |
| <u>3. How we comply with the Re-Use of Public Sector 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 Re-use of Public Sector Information Regulations

The regulations apply 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 Re-Use of Public Sector Information Regulations

We are required under the Re-Use of Public Sector Information Regulations to respond to your request within 20 working days, beginning from the first working day after it is received. The Regulations permit this period to be extended where the request is extensive or complex.

4. Your right to complain

The regulations contain a right of complaint. In the first instance, if you are dissatisfied with the response we have made to your request, 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 20 working days from the first day after we receive the complaint.

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

6. 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'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 | Update to new format |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |