



FREEDOM OF INFORMATION ACT 2000

City of London's FOI 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 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 to disclosure applies.

YOUR RIGHT TO COMPLAIN

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

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

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