

5. Details of the problem

Please give details of your complaint by ticking the relevant box below and using the space provided to explain what you think the public authority has done wrong. Please attach extra sheets if necessary, and provide the relevant supporting documents (see 6 below).

- I requested information but I have not received any response. (Please provide a copy of your request.)
- I received information but not within 20 working days.
- I was charged too much.
- The information I received was not what I requested.
- I requested information but this was refused.
Normally we will not deal with complaints where information has been refused unless you have first been through the public authority's internal complaints process. However, we may consider your complaint if you were not offered an internal review or if there is exceptional urgency.
- Other complaint. Please provide relevant supporting documents.

6. Supporting documents

We will not be able to investigate your complaint unless you give us all relevant documents including the following. Please tick the boxes to confirm that you have enclosed these documents.

- a copy of your information request or, if this is not available, evidence that you made the request
- a copy of the initial response and refusal notice from the public authority
- a copy of your request for an internal review
- a copy of the public authority's internal review decision

If for any reason you do not have copies of documents you have sent to the public authority, you must give us an accurate description of their contents.

Please list any other documents you are sending to support your complaint except those in the list above.

This will help us check we have all the information you sent us. Do not just write 'see attached'.

7. Important information about your supporting documents

Your documents will be scanned and held as electronic records. In most cases, we will destroy the paper documents you send us after six months. You should send us only **copies** of these documents and make sure you keep the originals in case we need them later.

If you cannot provide us with copies and you would like us to return your documents, please tick here.

Each time you send us something, you will need to make it clear if you would like us to return it to you.

8. What happens next?

- Our Case Reception Unit will consider your complaint and respond within 14 calendar days.
- If we need more information to consider your complaint, the Case Reception Unit will ask you to provide it.
- The Case Reception Unit may be able to deal with your complaint. But if further investigation is needed, we will allocate your complaint to a complaint resolution team and give you a case reference number.
- Our complaint resolution teams deal with complaints in date order. As we receive a large number of complaints, there may be a delay before your complaint can be given to a case officer. You can find out more about our response times from the service standards information in the complaint section of our website at www.ico.gov.uk.

9. Declaration

I understand that during any necessary investigations, you may need to disclose the details I have provided to the organisation or person I am complaining about to enable them to respond properly.

- I have clearly indicated any information that I do **not** want you to pass on.
- To the best of my knowledge I have given you accurate information about this complaint.
- I understand that your policy is to destroy documents relating to complaints after six months. I have clearly indicated those documents that you should not destroy and should return to me.
- I have listed all the documents I am sending with this form.
- I have read the leaflet **'The Freedom of Information Act 2000 and the Environmental Information Regulations 2004 - When and how to complain'**.

Signature

Date

This declaration should be signed by the person making the complaint. If this is not possible, please explain why.

10. Please now send your form and supporting documents to:

FOI/EIR Case Reception, The Information Commissioner's Office,
Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.