

## **ENVIRONMENTAL INFORMATION REGULATION COMPLAINTS PROCEDURE**

This procedure is exclusively for dealing with complaints in relation to the operation of the Environmental Information Regulations (EIR) within Flintshire County Council (Council).

This procedure applies to any person who considers that their request has not been properly handled or who is otherwise dissatisfied with the outcome of the consideration of their request made under the EIR

Before making a complaint you are encouraged to contact the officer dealing with your request in case there has been any misunderstanding or oversight which can quickly be rectified.

### **The stages of the complaints procedure:-**

1. Any complaint should be made in writing addressed to the EIR complaints officer, Democratic Services, County Hall, Mold or by e-mail to [eir@flintshire.gov.uk](mailto:eir@flintshire.gov.uk) giving full details of your complaint. It must be made within 40 working days of the alleged failure to comply with the EIR.
2. Your complaint will be referred to a complaints officer to investigate and carry out an internal review of the original response to your request. This person will not have made the original decision on your request and will be a senior officer of the Council.
3. The first task of the complaints officer having read your complaint is to send you a written acknowledgement with a target date for a decision on it. If the review has not been completed by the target date, at that time you will be written to explaining the reasons for this and giving a revised target date. The complaint will be dealt with as quickly as it can be and in any event within 40 working days of when the complaint was received.
4. Following a thorough internal review you will receive a written response to your complaint which will advise you of your right to appeal to the Information Commissioner if you remain dissatisfied. The Information Commissioner's office is at: Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.
5. The intention of this complaints procedure is to provide an internal review process that is fair, impartial, clear and simple and carried out quickly.