

## Freedom of Information Act: Complaints Procedure

This procedure is exclusively for dealing with complaints in relation to the operation of the Freedom of Information Act (FOIA) within the Council.

Where you are dissatisfied with the way that any request for information has been dealt with and you have been unable to obtain satisfaction through discussion with the Officer dealing with the matter then you are encouraged to use this procedure.

1. Your complaint should be made in writing addressed to the Information Act Complaints Officer, Democratic Services, County Hall, Mold or by e-mail to [foi@flintshire.gov.uk](mailto:foi@flintshire.gov.uk) giving full details of the complaint. The complaint should be made within 2 months of receipt of the original response.
2. A written acknowledgement will be sent and the complaint referred to a Directorate Information Act Complaints Officer to investigate and review the original response to your request and respond in writing within 20 working days. This person should not have been involved in the processing of your original application which is the subject of your complaint and will be a Senior Officer.
3. Where your complaint is a complex one (for example involving the applicability of a qualified exemption) it may not be possible to deal with it within the above timescales. In such a situation a progress report will be sent within the above timescales.
4. If you remain dissatisfied after the above procedure you may wish to make an application to the Information Commissioner under Section 50 of the Freedom of Information Act that the Council has not dealt with your request for information properly. The Information Commissioner's office is at: Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.