

# Nafferton Parish Council

## Freedom of Information - Complaints Procedure

Nafferton Parish Council operates a separate complaints procedure to deal with any complaints involving requests under the Freedom of Information Act 2000.

If you wish to make a complaint regarding your request for information, be it because you feel that an exemption has been wrongly applied, or the public interest test has been wrongly decided, or your request has not been dealt with in the required 20 working day time limit; then please follow the guidelines set out below:

### Step One- Informal approach

First, contact the Clerk or member of the Council from which you requested the information. The member will be able to tell you why a certain exemption has been applied; or, if your request was one that was refused after the public interest test was applied, the reason why this was applied.

### Step Two- Formal Approach

If you still do not feel that your complaint has been resolved, and wish to pursue it further, please write to, or telephone, the East Riding of Yorkshire Council Freedom of Information Act Coordinator. Contact details are as follows:

Ian Edmondson  
Freedom of Information Act Coordinator  
East Riding of Yorkshire Council  
Democratic Services  
County Hall  
Beverley  
HU17 9BA  
Tel: 01482 393208

The Freedom of Information Act Coordinator will review your request. If, after all internal complaints procedures have been exhausted, you still feel that you would like to pursue your complaint, you can send your complaint to the Information Commissioner who will review your case. You can contact the Information Commissioner at the following address:

FOI Compliance Team (Complaints)

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 01625 545 745

Fax: 01625 524 510