

COMPLAINT RIGHTS

Are you unhappy with how your request has been handled or do you think the decision is incorrect? You have the right to require Staffordshire Police to review their decision.

Prior to lodging a formal complaint, you are welcome and encouraged to discuss the decision with the Local Decision Maker who dealt with your request.

Complaint

If you are still dissatisfied with the handling procedures or the decision of Staffordshire Police made under the Freedom of Information Act 2000 regarding access to information, you can lodge a complaint with Staffordshire Police to have the decision reviewed. Staffordshire Police must be notified of your intention to complain within 2 months of the date of its response to your Freedom of Information request. Complaints should be made in writing and addressed to:

Force Information Compliance Officer
Information Compliance Unit
Police Headquarters
Cannock Road
Stafford
ST17 0QG

In all possible circumstances, Staffordshire Police will aim to respond to your complaint within 4 months.

The Information Commissioner

If after lodging a complaint with Staffordshire Police, you are still dissatisfied with the decision, you may make application to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Freedom of Information Act 2000.

For information on how to make application to the Information Commissioner, please visit their website at www.informationcommissioner.gov.uk. Alternatively, phone or write to:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Telephone: 01625 545 700