

**WELWYN HATFIELD BOROUGH COUNCIL**  
**INFORMATION REQUEST**  
**APPEAL PROCEDURE**

If you are in any way dissatisfied with either the decision made regarding your request and/or the manner in which your request was dealt with, please follow the procedure outlined below.

1. Within 40 working days of the date you receive written notice of the Council's decision on your request for information, please state in writing or by email addressed to the Council's Freedom of Information Officer, Welwyn Hatfield Borough Council, Council Offices, The Campus, Welwyn Garden City, Herts. AL8 6AE ([freedom@welhat.gov.uk](mailto:freedom@welhat.gov.uk)), the reason why you wish to appeal against or complain about the Council's response. Please explicitly write that you would like an internal review and what specifically you would like an internal review for.
2. On receipt of your appeal, the Freedom of Information Officer will arrange for the appeal to be considered by a Panel consisting of two senior Officers. You will receive acknowledgment of receipt and be informed of further action within 5 working days after receiving your appeal.
3. The Panel will endeavour to deal with the appeal as quickly as possible and in any event within 20 working days of the receipt of the appeal by the Council. In exceptional circumstances, for example, where third party consultation is needed or the relevant information is of a large quantity, the Council reserves the right to extend our response time to 40 working days. If an extension is required, you will be informed in writing.
4. You will be given written notice of the decision of the Panel, which will set out the reason for its decision.
5. You will also be reminded of your right of appeal to the Information Commissioner if you remain dissatisfied with the outcome. The Information Commissioner is currently John Edwards and their contact details are:

Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire  
SK9 5AF  
Telephone: 0303 123 1113  
Email: [mail@ico.gsi.gov.uk](mailto:mail@ico.gsi.gov.uk)

6. The Freedom of Information Officer will keep a record of all appeals received and their outcome in accordance with the relevant retention periods and will make changes to the way the Council determines and/or deals with requests for information if this becomes necessary as a result of decisions on appeals.

Review Date: November 2024