

**WELWYN HATFIELD BOROUGH COUNCIL**

**FREEDOM OF INFORMATION and ENVIRONMENTAL INFORMATION  
REGULATIONS REQUESTS  
APPEAL/COMPLAINT 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 10 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 (currently Alison Marston, Principal Governance Officer), Welwyn Hatfield 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 complain.
2. On receipt of your appeal/complaint, the Freedom of Information Officer will arrange for the appeal/complaint to be considered by a Panel consisting of two members of the Council's Corporate Management Team.
3. The Panel will endeavour to deal with the appeal/complaint as quickly as possible and in any event within 14 working days of the receipt of the appeal/complaint by the Council.
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 Elizabeth Denham and her contact details are:

Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire  
SK9 5AF  
Telephone: 01625 545700  
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/complaints received and their outcome 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/complaints.

Review Date: July 2018 Next Review Date: July 2020