

## **MERSHAM WITH SEVINGTON PARISH COUNCIL**

### **FREEDOM OF INFORMATION ACT 2000**

*If after receiving the response to the Freedom of Information Request you are not satisfied, then you can request an Internal Review.*

#### ***Internal Review Process***

The following procedure applies:-

Put your complaint in writing, providing any supporting evidence, to the Clerk to the Council. This information will be passed to the Internal Reviewing Officer for investigation.

You will normally receive a response within 40 working days.

If you are still dissatisfied with this response please follow the formal complaints procedure outlined below.

#### ***Formal Procedure***

If you were dissatisfied with the outcome of the internal review procedure you should make a formal complaint. The following procedure applies:-

Put your complaint in writing, providing any supporting evidence, to the Clerk to the Council, who will investigate and respond to your complaint within 40 working days.

If the Clerk to the Council dealt with your initial request for information your complaint will automatically be referred to the Chairman of the Council for independent consideration. In this case your complaint will also receive a response within 40 working days.

If, after pursuing the above complaints process, you are still dissatisfied with the response you have been given, you may refer the matter to the Information Commission for a decision whether the request for information has been dealt with in accordance with the requirements of the Act.

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#### **Internal Review Policy**

1. The Parish Council shall have an Internal Review Committee of three members which shall be appointed at the annual meeting, and the Committee shall appoint a Chairman forthwith. The Committee shall be quorate with two members present.
2. The Clerk shall advise the Chairman of the Parish Council and the members of the Standing Committee of a request for an Internal Review. The Chairman of the Internal Review Committee shall confirm that the request falls within the listed reasons for making a complaint, as published by ICO.
3. The Chairman of the Internal Review Committee shall acknowledge or shall direct the Clerk to acknowledge the request in writing within three days of receipt of the request, and provide details of the Internal Review procedure, with a date by which it is anticipated the procedure shall be completed. This will normally be 20 working days in normal circumstances, and 40 working days in exceptional circumstances. The Complainant shall be kept fully informed of all stages of the Internal Review.
4. The Standing Committee shall hold an Internal Review meeting in accordance with the agreed Terms of Reference.
5. The Parish Council shall maintain a record of Internal Reviews.