

## **COMPLAINT RIGHTS**

**If you are you unhappy with how your request has been handled or you think the decision is incorrect then -**

You have the right to require West Yorkshire Police to review their decision.

Prior to lodging a formal complaint you are welcome and encouraged to discuss the decision with the case officer that dealt with your request.

### **You should ask to have the decision looked at again**

The quickest and easiest way to have the decision looked at again is to telephone the case officer that is nominated at the end of your decision letter. That person will be able to discuss the decision, explain any issues and assist with any problems.

### **Complaint**

If you are dissatisfied with the handling procedures or the decision of West Yorkshire Police made under the Freedom of Information Act 2000 regarding access to information, you can lodge a complaint to have the decision reviewed.

A West Yorkshire Police independent review panel, which will be made up of a Senior Police Officer and a representative from the Force Solicitor's Office, will deal with this appeal in the first instance. Both are fully trained in interpreting the Freedom of Information legislation and neither person on the Appeals Review Panel will ever have been involved in dealing with your initial request.

Complaints should include the FOI reference number, be made in writing and addressed to:

West Yorkshire Police  
FOI Appeals Panel  
PO Box 9  
Laburnum Road  
Wakefield WF1 3QP

In all possible circumstances West Yorkshire Police will aim to respond to your complaint within three months.

### **The Information Commissioner**

If you are still dissatisfied with the decision after the review by the West Yorkshire Police Appeals Panel, you may then make an 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 Act.

For information on how to make application to the Information Commissioner please visit their website at **[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)**. Alternatively, phone or write to:

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