Freedom of Information Complaints Procedure


If you are not happy with the decision given, the charges applied or the reasons given for exempting information in the College’s response to your request under the Freedom of Information Act then please contact the Chief Operating Officer (foi@wlc.ac.uk). This must be sent within 40 days of receiving your response from the College.

In line with current guidance from the Information Commissioner's Office, we aim to conclude all internal investigations and reviews within 20 working days following the date of receipt. For more information, please see our Freedom of Information (FoI) Internal Review Guidance below.

The College procedure for internal review

The internal review of FOI responses will be undertaken by the independent person (at senior level).

1. In all cases, complaints will be acknowledged within ten working days: the complainant will be informed that a review will be conducted and that it is the intention of the College to complete the review within 20 working days.

2. Where it is apparent that the review of the complaint will take longer than 20 working days, the complainant will be informed and the reason for the delay will be explained. The time taken to conduct reviews should not exceed 40 working days.

3. The reviewer will undertake a full re-evaluation of the case, taking into account the matters raised in the complaint. They will be provided with all the information and records relating to the original request and will undertake an impartial, thorough and swift review of handling issues and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information. They will make a fresh decision taken on a reconsideration of all the factors relevant to the issue.

4. Records will be kept of all complaints and of their outcome.

5. The complainant will always be informed of the outcome of his or her complaint, whether the review found that there had been a failure in compliance or not.

6. If the outcome of the review was that the College has not complied with the requirements of the Act, the response to the complainant should state this, the action decided to be taken to comply and the period within which that action is to be taken.

7. Where the outcome of the review of a complaint is a decision that information should be disclosed which was previously withheld, the information in question should be disclosed within 20 working days of that decision.

If you still feel your complaint has not been dealt with sufficiently, you can complain to the Information Commissioner's Office, the independent public body which oversees the Act. Further information can be found on the Information Commissioner's Office website.