



Policies and procedures for handling requests for information

How we handle Freedom of Information Requests

If we hold the information

Once we receive your written request we will check that we have enough detail to identify the information. If your request is unclear, or is likely to produce a large amount of information, we will contact you and let you know. If we have enough information we will then send you an acknowledgment and process the request.

If we do not hold the information

If we do not have the information you ask for and we know who does, we will tell you and ask if you would like us to send the request to the other public authority on your behalf. If we do not know who has the information then we will suggest you a visit to a local library or search on the internet.

Will I see all the information retrieved?

The council is committed to providing access to the public through the Freedom of Information and other access legislation mentioned on this website. However there will be certain instances when we will not release all the information we retrieve. This will be because the information comes within an "exempt" category of the Freedom of Information or other relevant legislation. If we remove information, we will tell you why quoting the relevant exemption (for Freedom of Information) or giving a reason (for Environmental Information).

Exemptions under the Freedom of Information Act

There are 23 exempt categories of information listed in the Act which includes

- information provided in confidence
- information prohibited from disclosure by another piece of legislation
- personal information, subject to the Data Protection Act 1998
- information intended for future publication
- health and safety
- environmental information

Consultation with third parties

We will consult with third parties before releasing information and consider their views when deciding whether to release a piece of information. However the final decision to disclose information remains with us.



Complaints and Appeals

If you are unhappy with the response you receive, either the information we send you or the way we handle your request you may use our complaints procedure to let us know.

Adopted 2nd December 2008

Amended: May 2011

Amendments: Re-wording throughout.