

Royal Holloway, University of London
Freedom of Information Complaints Procedure

The Section 45 Code issued by the Secretary of State in accordance with the Freedom of Information Act 2000 states that any written communication from an individual expressing dissatisfaction with the College's response to an information request must be treated as a complaint and that the College must have a complaints procedure to deal with them. The following procedure takes into account the requirements of this code.

1. All complaints should be in writing and directed to the College Secretary's Office. (Where complaints are received by another staff member they should be forwarded).
2. The College will respond to as complaints as quickly as possible and aims to complete reviews within 20 days and no later than 40 days, in line with guidance from the Information Commissioners Office.
3. The College Secretary (or nominee) will lead the internal review, and will form a review panel with at least one other member of the senior management team. The panel will consider the complaint and decide whether the complaint is wholly or partially upheld. If applicable the panel will decide what information will be released.
4. All complainants will be notified of the decision, the reasons behind it and provided with information as directed by the panel.

Please note that the College reserves the right to waive the internal review procedure where there is strong evidence that it is being used or is likely to be used in a vexatious context. This decision will be taken by the College Secretary after full consideration of all the facts.