

Royal Holloway, University of London
Freedom of Information Complaints Policy and Procedure

Policy

The College aims to comply fully with its obligations under the Freedom of Information Act (2000), however if, for any reason, you are dissatisfied with the way in which your request for information has been handled, you may invoke this complaints procedure.

Guidance from the Information Commissioner's Office (ICO) indicates that any expression of dissatisfaction with the College's response to an information request should be treated as a complaint. This complaints procedure seeks to provide a fair and thorough review of the handling of issues and of decisions taken pursuant to the Act.

Procedure

1. Complaints should be made no later than 40 working days after receiving the College's response to your information request. If the complaint is regarding information which has not been supplied when requested, the complaint should be made no later than 40 working days after the initial request. We cannot consider complaints regarding requests for information which are received outside of this timescale.
2. All complaints should be in writing and directed to the Directorate of Governance and Legal Services, Royal Holloway University of London, Egham, Surrey TW20 0EX, or via email to secretariat@royalholloway.ac.uk. Where complaints are received at another location within the College they should be forwarded to the above.
3. If the initial request for information was not processed by Governance and Legal Services, the complaint will be reviewed by these staff who will provide a response compliant with the Freedom of Information Act within 20 working days following receipt of the complaint. If the request for information was processed by Governance and Legal Services, they will first check to see if they can resolve your complaint by providing you with further information or clarification about any decisions they have reached.
4. If the complaint cannot be resolved as described in 3 above, the complaint will be referred to the Deputy Principal (Operations) (or their nominee) to conduct an independent Internal Review. The Deputy Principal (Operations) (or their nominee) will convene an Internal Review panel, which will comprise of themselves and at least one other member of the Senior Management Team.
5. The College aims to complete an Internal Review within 20 working days from the date of receipt of a complaint. In complex cases, it may be that this target is exceeded. Internal Reviews will be completed within a maximum of 40 working days.
6. The Internal Review panel will consider the complaint and will communicate their decision to the requester in writing. If it is determined that the information should have been supplied, or if any other action should have been taken, then this will be addressed. It may be the case that the panel re-affirms the original course of action.
7. If the requester remains dissatisfied following the outcome of the Internal Review procedure, they have the right to complain to the Information Commissioner's Office, at the following address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. The Information Commissioner's Office website is: www.ico.org.uk

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 vexatiously or maliciously. This decision will be taken by the Deputy Principal (Operations) (or their nominee) after full consideration of all the facts.