

FOI Internal Review Process

In line with the Freedom of Information Act Code of Practice, any person who is not satisfied with the outcome of a Freedom of Information Act request may apply for an Internal Review of the way in which the CCG has handled the request.

The review will consider the following issues:-

- Whether the complainant was given adequate advice and guidance about their request for information;
- Whether the procedure for responding to requests for information were followed correctly in this instance;
- Whether, if an exemption was applied, the reasons were explained adequately to the complainant;

The review will be conducted by a Senior individual (either a Director or Head of Service not involved in the original decision or a Governing Body Lay Member), who will:-

- Review the papers associated with the original request and the response.
- Discuss the decisions made with the staff who dealt with the original request to build a full picture of how decisions were made.
- Make a fresh decision based on all of the available evidence that is relevant to the date of request.

The result of the review may be that the decisions in relation to the original request are upheld or that further information is released to respond to the request, fully or in part. The person undertaking the review will recognise that the circumstances relating to the original decision may have changed between the time the decision was made and the application for an internal review. In line with ICO guidance the review will be based on the circumstances as they existed at the time of the request, or at least within the agreed time frames.

Where possible, reviews will be completed within 20 working days of receiving the request. Where this is not possible, the requestor will be advised as soon as possible when they should expect the review to be completed.

The outcome of the review will be recorded and the requestor advised that, if they are still dissatisfied with the outcome they may complain to the Information Commissioner's Office:-

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Fax: 01625 524 510