

Records Management Office Documentation

Version	Date of Change	Notes	Editor
4.1	21/02/2019	Font up-dated – name removed from text	Maggie Peach
4.2	12/08/2019	Change to staff receiving any complaints	Maggie Peach
4.3	15/03/2021	Review and minor amendments including Tribunal address change	Phil Oakman
4.4	27/04/2022	Change of contact details	Annette Reeves

Freedom of Information Complaints Procedure

Freedom of Information at The University Of Northampton – How to Complain

The University of Northampton is committed to meeting its obligations under the Freedom of Information Act (2000). We aim to provide an efficient and helpful service to those requesting information from us. If our response does not meet with your expectations, in the first instance please contact the Record Management Office to discuss the matter.

If you wish to make a formal complaint, please set it out in writing identified as a formal complaint, and send it to the Head of Library and Learning Services at the University of Northampton by email to Chris.Powis@northampton.ac.uk. Confirmation of the receipt of your complaint will be sent to you as soon as it is received. Your complaint will be investigated by senior staff other than those involved in the original decision or process.

Staff completing the review will endeavour to let you know the University's decision about your complaint within 20 working days, with reasons, and when appropriate a statement of the actions proposed by the University in consequence of its decision. If they are not able to send you a decision within 20 working days, then you will be informed as to when a decision will be available. The University of Northampton will keep a record of complaints and their outcomes for the purpose of the annual review of all relevant procedures.

Should you remain dissatisfied at the end of that process, you may appeal to the Information Commissioner by writing to this address:

FoI Compliance Team (complaints)
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Email: mail@ico.gsi.gov.uk
Telephone: 01625 545700
Fax: 01625 545510

There is also a right to appeal against any decisions of the Information Commissioner. For the Information Tribunal contact:

First-tier Tribunal (Information Rights)
GRC & GRP Tribunals,
PO Box 9300,
Leicester,
LE1 8DJ
Tel: 0300 1234504
Fax: 0116 249 4253
Email: informationtribunal@hmcts.gsi.gov.uk