

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 Data Protection Office to discuss the matter at DPO@northampton.ac.uk.

If you wish to make a formal complaint, please set it out in writing to the Associate Director of Governance, Compliance and Risk by email to Miriam.Lakin@northampton.ac.uk. 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.

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the Freedom of Information Act via ICO website at:

<https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

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
4.5	06/03/2023	Change of contact details for internal review, Data Protection Office, ICO contact details, reference to Tribunal	Svitlana Gouin
4.6	18/10/2023	Change of the internal reviewer	Svitlana Gouin