

RE-USE OF PUBLIC SECTOR INFORMATION REGULATIONS 2015 COMPLAINTS PROCEDURE

Introduction

The Re-Use of Public Sector Information Regulations 2015 (“the Regulations”) establish a framework for the effective re-use of public sector information. This complaints procedure is the complaints procedure referred to in the Regulations, for use by someone who is unhappy with the way in which a request for re-use of information has been handled.

The Complaints Process

Any complaint must:-

- be in writing or another permanent form. This means that it should be in a format which is capable of being used for subsequent reference e.g. a recording made on an audio or video tape.
- include your address for correspondence, a description of your original request and the reasons why you are dissatisfied. This should be addressed to the Managing Solicitor (Information Governance):

Allison Black
Managing Solicitor (Information Governance)
Department of Finance & Resources
Renfrewshire House, Floor 1, Cotton Street, Paisley PA1 1TT
Email: alison.black@renfrewshire.gcsx.gov.uk

Your complaint will be considered, fairly and impartially, by the Managing Solicitor (Information Governance), who will respond to this, in writing, within a reasonable time. In the absence of the Managing Solicitor (Information Governance), the complaint will be decided by the Head of Corporate Governance or the Legal and Democratic Services Manager.

The Council will explain how it has considered the complaint and will provide a Statement of Reasons for its findings.

The Council may:

- Confirm the decision complained of, with or without such modifications as it thinks appropriate;
- Substitute the original decision with a different decision; or
- Reach a decision, where the complaint is that no decision on a request for re-use was reached

You may withdraw your complaint at any time before the decision is made by written notice to the Managing Solicitor (Information Governance).

Right of Appeal

If you are unhappy with the outcome of the complaints procedure, you have the right to appeal the Council’s decision to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House Water Lane

Wilmslow
Cheshire
SK9 5AF