

## **Freedom of Information Act/Environmental Information Regulations/Data Protection Act requests to HEFCW: appeals against decisions**

If you are dissatisfied with our response to your information request you may ask us, in writing, to conduct an internal review. That review will be carried out by a senior member of staff who has not previously been involved with the request. We will inform you of the outcome of the internal review as soon as possible.

### **How to appeal**

Once you have received our response to your request for information, you must appeal within two calendar months.

You should write to us, explaining why you are not satisfied with our response. For example, we may have refused to give you some or all of the information requested; you may think we are taking too long to supply the information (more than 20 working days under the Freedom of Information Act and Environmental Information Regulations or for subject access requests (SARs) 40 working days); or you may feel that you have been wrongly charged a fee.

The appeal must be in writing; you can send it by post, fax or e-mail to:

Clerk to the Council  
HEFCW  
Linden Court  
Ilex Close  
Cardiff  
CF14 5DZ

fax 029 2076 3163  
e-mail [info@hefcw.ac.uk](mailto:info@hefcw.ac.uk)

There are two possible stages to the process: first an internal review by HEFCW officers; then, if you are not satisfied with the outcome, an appeal to an external body.

### **Stage one: internal review**

The review will be conducted by a member of our Senior Management Team who would not have been involved in the original decision.

The reviewer will consider all the details of the original request and decision, and the grounds given for appealing against it. In doing so they may talk to the staff

who dealt with the original request, obtain advice from other sources, including legal advice, or contact you directly for further details or clarification.

We aim to review the request within 20 working days. If we are unable to respond within this timescale, we will write to you explaining why there is a delay and advising when we expect to be able to respond.

### **Outcomes of the internal review**

We will keep full records of the review and its outcome.

We will inform you of the outcome, and ensure that the agreed action is taken. There are three possible outcomes:

- the original decision is reversed. We will advise you of the result, and what we will do and when; for example, when we will supply the information
- the original decision is amended. Again, we will inform you about what we plan to do and when
- the original decision is upheld. In that case, we will give you details of a possible second stage – an appeal to the relevant external body.

### **Stage two: appeal to the Information Commissioner**

Before you can appeal to the ICO, you must have been through the first stage of internal review by HEFCW. Appeals should be in writing, setting out why you are not satisfied with our response and the outcome of the internal review. Details of the processes are available from the ICO - see the contact details below.

### **Contact details**

The Information Commissioner  
Wycliffe House  
Water Lane  
WILMSLOW  
SK9 5AF

tel 01625 545700  
fax 01625 524510  
e-mail [mail@ico.gsi.gov.uk](mailto:mail@ico.gsi.gov.uk)  
web [www.ico.gov.uk](http://www.ico.gov.uk)