

# Requests for information under the Freedom of Information Act

## **What can I do if I'm unhappy with the response I've received?**

**If you are unhappy with the way in which we have handled your request, the fee we have charged, or the reasons we have given for not providing information, you have the right to appeal.**

The review of the request and information provided is a two-stage process.

### **Stage one**

You can ask for an internal review of the response by a senior member of staff by emailing the information governance manager at [infogov@northyorks.gov.uk](mailto:infogov@northyorks.gov.uk) or by writing to:

Information Governance Manager  
Internal Audit Service  
County Hall  
Northallerton  
DL7 8AL

The corporate director strategic resources will appoint an officer who was not involved with the original decision to conduct the internal review. The officer will evaluate your request, the information held by the county council and the initial response which was sent to your request. You will then be informed of the outcome of the review in due course.

If your request was for environmental information you need to write to us within 40 working days of our response to you.

## **Stage two**

Following the internal review, if you remain dissatisfied, you can seek an independent review from the information commissioner. Requests for a review by the information commissioner should be made in writing directly to:

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 01625 545745

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

You can find out more about the information commissioner on their website:

<https://ico.org.uk/>.