



# Heybridge Parish Council

## RE-USE COMPLAINTS PROCESS

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### 1. Introduction

1.1 The complaints process will only apply to issues of re-use and will not consider complaints about access. The complaints process does not apply to the re-use of information produced, held or disseminated outside the Parish Council's statement of Public Task. It also does not apply to information for which the Parish Council does not hold the copyright.

### 2. Making a complaint

2.1 Complaints must:

- Be in writing (email is acceptable)
- State the nature of the complaint – what sections of the 2015 Regulations are at issue and how
- What the complainant would like the Parish Council to do in order to resolve the complaint
- Provide the complainant's full contact details.

### 3. Complaint Process

3.1 Once a complaint has been received then:

- i. The Parish Council must attempt to resolve the complaint using the internal complaint process (through Complaints Committee);
- ii. Respond within 20 working days in writing. If the 20-day timeframe cannot be met, the Parish Council will contact the complainant to explain why;
- iii. The response to the complaint must give reasons for the decision and set out options if the re-user wishes to appeal.

3.2 If the Parish Council's internal complaints process could not resolve the complaint, the complainant can escalate it to the Information Commissioners Office.

Clerk

September 2015