



The Planning Inspectorate

Access to Information Appeals Procedures



INVESTOR IN PEOPLE



You are able to request information from the Planning Inspectorate under the Freedom of Information Act 2000 and Environmental Information Regulations 2004. This leaflet explains how to appeal if you are unhappy with the outcome or handling of your request for information.

If you wish to make a complaint or request a review you should write to us, within 2 months of the date of the decision on your initial request, clearly setting out the reasons for your dissatisfaction. Our address is:

The Planning Inspectorate
Customer Service Team
Room 3/01 Kite Wing, Temple Quay House
2 The Square,
Temple Quay
Bristol
BS1 6PN

Or by email to: enquiries@pins.gsi.gov.uk

We will send you an acknowledgement on receipt of your complaint.

The internal review will be conducted by a different official to that who made the original decision. In most cases you will be told the outcome of the review within 4 weeks. If your appeal is more complex, you will be contacted and told when you should expect to hear the outcome.

If your appeal is wholly, or partially, upheld you will be advised about any action that needs to be taken by us. If the decision is to release information previously withheld then we will let you know when you can expect to receive this.

If your complaint has not been upheld or you remain dissatisfied with our decision then you may appeal to the Information Commissioner. Normally the Commissioner cannot become involved until you have exhausted our internal review process and you are advised that appeals to the Commissioner should also be made within 2 months of the date of our review decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House,
Water Lane,
Wilmslow
Cheshire
SK9 5AF

Telephone: 01625 545 700 (switchboard)

Fax: 01625 524 510

Email: mail@ico.gsi.gov.uk

The Information Commissioner also has a website with useful information:

<http://www.informationcommissioner.gov.uk/>