



St Just in Roseland Parish Council

Miss Helen Couch - Clerk and RFO

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Freedom of Information Request Policy¹

St Just in Roseland Parish Council is committed to complying with the provisions of the Freedom of Information Act 2000 and to publishing or making available information held by it in accordance with the Freedom of Information Act 2000.

Before submitting a Freedom of Information request you may find the information you need by searching our Publication Scheme.

If you want to make a request for some information under the Freedom of Information Act, please note the following -

- All Freedom of Information requests need to be made in writing. You cannot make a request by telephone or by speaking to someone face to face.
- You must provide us with the following information -
 - your name
 - a contact address (this can be an email address)
 - a detailed description of the information you require. Please be specific and only request the information you need rather than full documents.
 - the way in which you would like to receive the information - for example, if you would like it in hard copy, would prefer to come in and view the material "in situ" or need the information provided in Braille.

You should receive the information you have requested within 20 working days of making your request. If we need more time we will contact you and explain why.

Most requests are free; however, you may be asked to pay for photocopying or for postage. We will contact you within 5 working days if charges or additional information is required, you will then have the option to withdraw your request. We may have to refuse to process very expensive requests, but if this is the case we will assist you to reduce the scope of your request to a more practical level.

¹ Adopted by Full Council at the meeting held on 1st July 2019 under minute number 14a. Due for review in July 2021.

We may not be able to release certain information due to data protection issues or where the information is sensitive or confidential. Where this is the case we will clearly set out the reasons for withholding the information.

Our aim is to be as open as possible with the information we provide, but should you feel that this has not been the case, you have a full and formal appeal process at your disposal.

In the first instance, your appeal will go through the formal complaints process of the Council, which will be initiated by you contacting the Clerk.

If you remain dissatisfied, you have the right to continue your appeal by contacting the Information Commissioner's Office at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Web: www.ico.gov.uk