



Access to Information
Department for communities
and Local Government
Internal Review
Procedures

You are able to request information from the Department for Communities and Local Government (DCLG) and the Government Offices (which are part of DCLG). This is under the terms of the Freedom of Information Act, Environmental Information Regulations or Data Protection Act 1998.

This leaflet explains how to complain or request an Internal Review if you are unhappy with the outcome of your request for information or the way in which your request has been handled by DCLG or a Government Office.

You should write, clearly stating the reasons for your dissatisfaction to:

Department for Communities and Local Government
FOI Advice Team
2nd Floor
Ashdown House
123 Victoria Street
London SW1E 6DE

Or by email to:
Contactus@communities.gsi.gov.uk

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

Your case will be considered under DCLG's internal review procedures.

An FOI Reviewing Officer will be appointed to conduct a full re-evaluation of your case. The officer will consider the information requested and make a full review of the papers associated with your original application.

Internal reviews resulting from requests for information from Government Offices (GO) will normally be considered by a Reviewing Officer in a different GO. The letter of response to a request for review will therefore not be from the same GO as the response to the original request.

Internal reviews resulting from requests for information from business areas within DCLG will normally be considered by a Reviewing Officer from a different business area. The letter of response to a request for review will therefore not be from the same business area as the response to the original request.

If the review 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, we will let you know when you can expect to receive this.

If the review has either not been upheld or you remain dissatisfied with our decision you may apply directly to the Information Commissioner for a decision or assessment at:

Office of the Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone 01625 545 700
Fax 01625 524 510
Email: mail@ico.gsi.gov.uk