

## BREADSALL PARISH COUNCIL – POLICIES AND PROCEDURES FOR HANDLING REQUESTS FOR INFORMATION

### **Asking for Information**

We plan to make much of the information available on our website [www.breadsallparishcouncil.org](http://www.breadsallparishcouncil.org). Information will however be available in other formats such as printed copies.

The scheme lists who you need to contact to ask for information and gives their address and phone number and, where available, their email address.

Information listed in the scheme may be obtained by various methods:-

- (i) by writing to the Council at the address given in the scheme;
- (ii) by e-mail request to [clerk@breadsallparishcouncil.org.uk](mailto:clerk@breadsallparishcouncil.org.uk)
- (iii) by request from our website [www.breadsallparishcouncil.org](http://www.breadsallparishcouncil.org).
- (iv) by telephoning 01332 874619.
- (v) by visiting the Clerk's Office, by appointment only tel: 01332 874619.

We will make paper copies of the publication scheme available on request.

### **Charges**

We plan to make as much information available as possible without charging for it.

- Free of charge on the website. For those without Internet access, a print out would be available from the named officer who is responsible for the day to day operations. However multiple printouts or complete documents may attract a charge for cost of retrieval, photocopying and postage. We would let you know if a charge was involved at the time you make your request.
- Free of Charge to view at the Clerk's Office. An appointment will be necessary.

If you need a lot of printed material we may charge you. Any charges made will be calculated using the Fee Regulations determined under the Act.

Where a charge is payable, payment will normally be required before the information can be provided to you.

### **Complaints**

We would normally expect the named officer to understand what information you have asked for and to tell you where you can find it. If the information you receive is not what you need, you should first contact the named officer.

If the information you asked for is not available, the named officer will tell you why.

If you believe that we have not dealt with your request fairly and cannot deal with it satisfactorily on an informal basis, you should follow our complaints procedure (see attached).

If you have followed our complaints procedure and are still not happy with how we have dealt with your request, you may also contact the Information Commissioner to ask him to investigate the matter. You can contact the Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF - phone 01625 545700 e.mail: [data@dataprotection.gov.uk](mailto:data@dataprotection.gov.uk).