

Royal Borough of Kensington and Chelsea

**Freedom of Information Act 2000 and
Environmental Information Regulations 2004**

COMPLAINT FORM

The Freedom of Information Act 2000 gives you a general right of access to information held by the Council. The Environmental Information Regulations 2004 provide an additional right of access to environmental information.

If you are unhappy with how your information request was handled, please use this form to lodge your complaint. Your complaint will be reviewed by the Senior Information Governance Officer (or nominee), and a response will be sent to you.

If, after receiving a response, you are still unhappy you have the right to raise your complaint in writing with the Information Commissioner who is the independent statutory officer responsible for enforcing the Freedom of Information Act 2000 and the Environmental Information Regulations.

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

Telephone: 0303 123 1113

Email: casework@ico.org.uk

For all other enquiries about your rights under the Freedom of Information Act 2000 and the Environmental Information Regulations, please e-mail the Information Governance team at foi@rbkc.gov.uk

Or you can write directly to the Information Governance team at the following address;

Information Governance Team
Royal Borough of Kensington and Chelsea Town Hall
Hornton Street
LONDON
W8 7NX

Royal Borough of Kensington and Chelsea

FREEDOM OF INFORMATION ACT 2000 ENVIRONMENTAL INFORMATION REGULATIONS 2004 COMPLAINT FORM

Please complete this form in as much detail as possible. What you tell us here will be used only to help us to respond to your complaint. This will involve liaising with relevant parts of the Council.

1. Details of the Complainant

Title	First Name(s)	Last Name
Address		
Postcode	Daytime telephone number*	
Email address*		

*we may contact you via these means if we need to clarify any details of your complaint

2. Please describe your complaint. Provide reference numbers if applicable. Attach additional pages as required.

3. Please provide details of any Council officers with whom you have had contact regarding your information request.

Contact Name(s) and Position	Service or Department	Date(s)

* **Important:** Please attach copies of relevant correspondence.

Your signature	Date
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Please send this form to: **The Freedom of Information Officer, Royal Borough of Kensington and Chelsea, The Town Hall, Hornton Street, LONDON W8 7NX** or email foi@rbkc.gov.uk