

Freedom of Information Request Procedure

The Freedom of Information (FOI) Act was introduced in 2000 to make the government and public authorities more accountable and to provide citizens with greater access to previously unreleased information.

Doncaster Council is committed to dealing with all Freedom of Information requests fairly, impartially and in line with the FOI legislation to ensure we provide a high quality service to all of our customers.

How to make a Freedom of Information request

All FOI requests must be made in writing by email or letter. Requests should be sent to the Freedom of Information Officer at the following:

Email: foi@doncaster.gov.uk

Freedom of Information Officer
Doncaster Council
PO Box 251
The Council House
College Road
Doncaster
DN1 3DA

What happens next?

When we receive your FOI request in writing or by email, we will acknowledge your request within 3 working days and will let you know when you can expect a response to your request.

Every FOI request should be responded to within 20 working days in line with the FOI Act. However, on very rare occasions we may need longer to deal with your request and / or find the information you have asked for. If we do need more time we will contact you to let you know when you can expect a response.

Wherever possible the Council will try to release the information you have requested, however some information may be exempt under the FOI Act and will therefore not be released. If this is the case, we will inform you in writing of the type of exemption used, and why it applies in this particular circumstance.

Information can be made available in other languages, or other formats such as Braille or Audio Tape, on request.
Please ask a member of our staff for more information, or if you need any other help or advice.
They can arrange to speak to you in your own language if you need them to.

If you are unhappy with the Councils response to your Freedom of Information request

If you are not satisfied with the Councils response to your FOI request, you can request an internal review, in writing to the Freedom of Information Manager at the following address within 20 working days of the date of our response.

E-mail: foiappeals@doncaster.gov.uk

Freedom of Information Manager
Doncaster Council
Council House
College Road
Doncaster
DN1 3DA

Your internal review request will be investigated by an independent senior manager, who will aim to respond to you within 20 working days. However, if further time is needed you will be advised of this.

If you are unhappy with the Councils response to your internal review request

If you are still not happy with the Council's response to your request for an internal review you can contact the Information Commissioner, who will investigate whether the Council has complied with the FOI Act.

The Information Commissioner can be contacted at the following address:

Information Commissioner,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

Telephone: 01625 545700

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

For general enquiries about Freedom of Information requests please contact the Freedom of Information Officer by email at: foi@doncaster.gov.uk

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Please ask a member of our staff for more information, or if you need any other help or advice.
They can arrange to speak to you in your own language if you need them to.

www.doncaster.gov.uk