

## External appeal to the Information Commissioner.

Whilst we will aim to resolve your complaint locally, should you remain dissatisfied with the outcome of the internal review, you may then contact the Information Commissioner's Office and request that they investigate further.

Please write to:

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK95 5AF

[www.ico.gov.uk](http://www.ico.gov.uk)

Please note that the Information Commissioner is a regulator, not an ombudsman. He will make an assessment as to whether or not the provisions of the Freedom of Information Act 2000 or Environmental Information Regulations 2004 have been compiled with.

Tendring District Council  
Town Hall  
Station Road  
Clacton-on-Sea  
Essex  
CO15 1SE

01255 686868  
[www.tendringdc.gov.uk](http://www.tendringdc.gov.uk)

If you would like a translation of this document in another language, large print, Braille, audio or electronic, please contact the Corporate Information Manager.

# Access to Information

## What to do if you are not satisfied?



**Tendring**  
District Council



## Introduction

At Tendring District Council we aim to provide open and transparent services of a consistently high standard.

Where requests are made for information we will always try and provide you with the information that you are after, however there may be instances where this is not possible, or you are not satisfied with how your request was dealt with.

This leaflet tells you what to do if you are dissatisfied with how your request for information was dealt with.

## How to make a complaint

In most cases, the Corporate Information Manager will be able to sort out any concerns you have at the time they arise.

For further advice or clarification please contact the Corporate Information Manager on (01255) 686569.

If you are not happy with the response you have received to a request submitted requesting access to information held by the Council and you wish to make a formal complaint, you should write to:

Chief Executive's Office  
Tendring District Council  
Town Hall, Station Road  
Clacton on Sea  
Essex,  
CO15 1SE

or

Email: [corporateinfomanager@tendringdc.gov.uk](mailto:corporateinfomanager@tendringdc.gov.uk)

## What should be included in your letter/e-mail of complaint?

It will help us if you could include "Access to Information Complaint" within your complaint letter or in the subject line of your email, and then:

- a. Quote the reference number quoted on our correspondence
- b. Explain why you are dissatisfied with the handling of your request
- c. Tell us how you would like us to resolve the matter

## Our response to you

On receipt of your written complaint, an acknowledgement will be sent to you within 3 working days. It will then be investigated by an officer who was not involved in the original response. This investigation will be undertaken as quickly as possible and every effort made to send a full response within 10 working days of receipt.

In the event that it will not be possible to complete our investigations within 10 working days, we will contact you again to keep you informed of our progress and to let you know when you can expect to receive our full considered response.



Tendring District Council