



## **How to make a complaint under the Freedom of Information (FOI) Act**

The Western Trust embraces both the spirit and the letter of the FOI Act and is biased towards disclosure. We will always do our best to provide you with the information you request, unless it falls under one of the exemptions in the FOI Act or the cost of providing it falls outside the appropriate limit of £450 – see ‘What we charge’. We take seriously our duty to assist and will try to ensure that we work with you to refine your request if possible, so that it falls within the appropriate limit, or to direct you to other sources of information.

We recognise however, that some people will not be happy with decisions we may make regarding the release of information. We therefore have an FOI complaints procedure and we provide details of this procedure in all of our responses to FOI requests. A summary of the procedure is:

- a. The person who made the request (the applicant) can contact the Trust’s Information Governance Manager to ask for a review of the decision. This will be provided within 20 working days of receipt of the request for a review.
- b. If the applicant remains unhappy, he/she has recourse to the Trust’s Chief Executive, who will review the decision again and respond within 20 working days.
- c. If after the Chief Executive’s review, the applicant remains unhappy, he/she has recourse to the Information Commissioner. It is important to note that the Information Commissioner will want to see evidence of the applicant having gone through the Trust’s FOI complaints procedure before approaching his office.

As indicated above, this process is outlined in all responses to applicants and the necessary contact details are provided.