



NEW FOREST NATIONAL PARK AUTHORITY

ACCESS TO INFORMATION: APPEAL PROCEDURES

You may request information from the New Forest National Park Authority under the terms of the Freedom of Information Act 2000, the Environmental Information Regulations 2004 and the Data Protection Act 1998. Please see the Authority's Access to Information Policy and the Summary Guide, available at the Authority offices and on the website, for further information on requesting information from the Authority.

This leaflet explains how to appeal if you are unhappy with the outcome of your request for information, or the way in which your request has been handled by the Authority.

You may wish to make an appeal where:

- you consider that the Authority has not followed its publication scheme;
- you feel that a request for information has not been properly handled or a fee has been wrongly charged by the Authority;
- you feel that the application was not dealt with within the timeframe set out by the Freedom of Information Act, the Environmental Information Regulations or the Data Protection Act;
- you are dissatisfied with the outcome of the consideration of the request;
- you consider that exemptions or exceptions have been wrongly applied; or
- the issue is such that it cannot be resolved informally in discussion with the officer dealing with the request.

Appeals on decisions made regarding the disclosure of information should be directed to:

The Information and Data Protection Officer
New Forest National Park Authority
Lymington Town Hall
Avenue Road
Lymington
Hampshire
SO41 9ZG

Telephone: 01590 646653
E-mail: foi@newforestnpa.gov.uk

Any appeal for a review of a decision relating to a request for information will be dealt with in line with the Authority's complaints procedure, and will be referred to a Director, the Monitoring Officer or the Chief Executive of the Authority, provided that

he or she was not party to the original decision concerning the request for information, and provided that he or she is senior to the person who made the original decision.

The reviewer will, as a minimum, consider the information released (if any) and the information held by the Authority against the request, and will discuss the decision with the staff member who made the decision and the Data Protection Officer and Freedom of Information Officer.

The Authority will keep you informed as to the progress of the review and will aim to deal with the review within 20 working days of receipt of the appeal. If the review includes a reconsideration of the public interest test (where a qualified exemption was found to apply) or where the review is particularly complex, it may not be possible to meet the 20 day target. If, at any stage, it becomes clear that the review will exceed the deadline the Authority will let you know and aim to complete it as soon as possible thereafter. The review will be concluded in any event within 40 working days.

If the original decision is reversed and the Authority determines that the information should be disclosed, it will notify you in writing as soon as possible and the disclosure of the information will be made at the earliest opportunity.

If the decision to refuse disclosure is upheld or you are still dissatisfied, you will be advised of your right to apply to the Information Commissioner's Office for review at:

The Information Commissioner
First Contact Team
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline: 0303 123 1113
E-mail: casework@ico.org.uk
Website: www.ico.org.uk

The Information Commissioner will not normally consider a referral until the Authority's internal appeal process has been exhausted.