



Freedom of Information Policy

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Policy amendments may occur at any time and you should consult the Policies and Procedures Intranet/Internet Site if in doubt.

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3. Scope

- ◁ A request for information shall not be refused because the recorded information is out of date, incomplete or inaccurate.
- ◁ The council shall not make any changes or deletions to records as a result of a request.

7. Refusing a request

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10. Complaints & Review Process

The council shall carryout a review of a request whenever the requestor expresses dissatisfaction with the outcome.

The review shall not be limited to the first decision but shall provide a new decision based on all available evidence that is relevant to the date of the request.

The review shall be done by someone who did not deal with the original request, and where possible by a more senior member of staff.

The council shall conduct a review within 20 working days; in exceptional circumstances this time limit shall be extended to 40 working days.

11. Policy Review

This policy will be reviewed annually. In addition, changes to legislation, national guidance, codes of practice or commissioner advice may trigger interim reviews.