



# Internal Review Procedure Relating to Requests for Information

## 1 Introduction

Anyone who has requested information from the University under either the Freedom of Information Act 2000 or Environmental Information Regulations 2004 may request an internal review if they are not satisfied with the University's response.

This document describes the options available to you if you wish to request an internal view under the appropriate sections of the legislation.

This policy has been developed to support the University's commitment to openness and accountability.

## 2 Procedures

### 2.1 Submitting your internal review request

If you are unhappy with the response you have received from the University to your request for information, you should first notify the University. You may have an issue with the type or amount of information you received, or with the way the University handled your request. You must submit your request for an internal review within 2 months of receiving the response to your request. Please be specific about why you are unsatisfied.

You can do this by writing to:

Information Access Officer

Governance, Information & Legal Office

Brunel University

Uxbridge

UB8 3PH

Alternatively, you can e-mail us at [foirequests@brunel.ac.uk](mailto:foirequests@brunel.ac.uk). Depending on the reason for your complaint, it may make things easier if you provide a telephone number as well as a postal and/or e-mail address.

## 2.2 Acknowledgement

When your request for an internal review is received, the Information Access Officer will send a letter to you to confirm this.

We will try to deal with your internal review request within 20 working days.

If you have requested an internal review because you feel the wrong information was received, the Information Access Officer will contact you directly to try to resolve the problem.

## 2.3 Internal Review Panel

The University has set up an Internal Review Panel that will deal specifically with complaints about information request responses.

If you and the Information Access Officer are unable to come to a mutually acceptable agreement about your request, or if you are complaining for reasons other than receiving the wrong information, your request for an internal review will be presented to the panel.

The Information Access Officer will provide a copy of the:

- original request
- information provided to you,
- letter which accompanied the information, and
- the specifics of your complaint

to the panel.

The panel will evaluate your complaint on the basis of the original request and the information that was provided, any confidentiality considerations or exemptions that were applied, and, where necessary, will apply the public interest test.

## 2.4 Notification of Decision

Following its deliberations, the Internal Review Panel will notify the Information Access Officer of its decision. The panel may:

- a) uphold the original decision
- b) partially uphold the decision
- c) reverse the decision.

The Information Access Officer will notify you of the panel's decision. The notification will include the reasons for the decision.

If the original decision regarding the release of the requested information is reversed, the requested information will also be provided.

## 3 Further rights of appeal

### 3.1 The Information Commissioner's Office

If, following consideration of your complaint by the University's Internal Review Panel, you are still unhappy with the result, you can appeal to the Information Commissioner's Office by calling them on 0303 123 1113.

The Information Commissioner can consider complaints about any aspect of the way in which requests for information have been handled.

For more information on how the Information Commissioner's Office handles complaints, see <http://www.ico.org.uk/complaints/handling>.

### 3.2 The First tier Tribunal (Information Rights)

If you are unhappy with the decision of the Information Commissioner, you can appeal to the First-Tier Tribunal (Information Rights). You can find more information about how to do this here: <http://www.justice.gov.uk/tribunals/the-general-regulatory-chamber/making-an-appeal>.

## 4 References and Further Guidance

Further information can be found in the following documents:

Freedom of Information Act 2000.  
(<http://www.legislation.gov.uk/ukpga/2000/36/contents>)

Tribunals Guidance (<http://www.justice.gov.uk/tribunals>)

Tribunals, Courts and Enforcement Act 2007  
(<http://www.legislation.gov.uk/ukpga/2007/15/contents>)

The Information Commissioner's Office (<http://www.ico.org.uk>)

Complaints about accessing information (<http://www.ico.org.uk/complaints/getting>)