

Information Governance Complaints Procedure

The Freedom of Information Act, the General Data Protection Regulation (GDPR) and the Environmental Information Regulations provide you with the right of access to information held by Conwy County Borough Council. You have the right to complain about the response you have received regarding your request for information as well as to complain about other breaches of the above legislations.

In this procedure 'complaint' refers to an expression of dissatisfaction with Conwy County Borough Council's compliance with the above legislation or the request for an internal review of the decision to withhold information in response to a request to access recorded information.

How to complain

You must put your request for internal review or complaint in writing to us, please address complaints to:

Information Governance Manager
Conwy County Borough Council
PO Box 1
Conwy
LL30 9GN
Tel: 01492 574016
info-gov.unit@conwy.gov.uk

You should where possible, provide supporting evidence along with your complaint. Any information provided will be used to help assess your complaint. Where appropriate a full re-evaluation of the case will be undertaken, taking into account the matters you have raised.

In accordance with the Council's statutory obligations under the Welsh Language Measure 2011, a person can make a complaint in Welsh or English. The complaints process will be followed in accordance with this preference (i.e. issue a Welsh acknowledgment letter, response letter etc.).

What can you complain about?

Freedom of Information Act and Environmental Information Regulations Complaints:

1. Complain about the way a request was handled:	For example our failure to respond within 20 working days or explain why longer than 20 working days was required. Our failure to provide proper advice and assistance. Our failure to provide information in the requested format. Our failure to properly explain any reasons for refusing the request. Our decision to withhold information either in whole or in part.
2. Timescale for response:	We will aim to respond promptly but in any case within 20 working days.

Data Protection Complaints:

1. Complain about the way a request was handled:	Our failure to respond within 1 month. Our refusal to allow access to information. Our decision to withhold some of the information requested.
2. If you feel that a breach	For example, how your personal data may have been used or shared.

of the GDPR has Occurred in relation to your data:	
3. Timescale for response:	We will aim to respond promptly but in any case within one calendar month.

What can you expect?

- Your complaint will be considered free of charge.
- Your complaint will be acknowledged within 5 working days of receipt.
- Where it is apparent that determination of the complaint and any subsequent response will take longer than the timescales referred to (for example due to the complexity or nature of the particular case), you will be informed and provided with an explanation for the delay.

What can you do if you are not satisfied with the response to your complaint?

If your complaint is not resolved to your complete satisfaction, you have the right of appeal to the Information Commissioner for a decision; they are contactable by writing to:

Information Commissioner’s Office – Wales, 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH.

Or visiting: [Wales office | ICO](#)

Information Governance Unit Privacy Notice is available via [Information Governance Privacy Notice - E \(conwy.gov.uk\)](#)





Conwy County Borough Council Privacy Notice/s are available via the following link.

[Conwy County Borough Council Full Privacy Notice - Conwy County Borough Council](#)

How to express your complaint

You can express your complaint in any of the ways below.

- You can write a letter to us at the following address:

	Conwy County Borough Council Information Governance Unit PO Box 1 Conwy LL30 9GN
	info-gov.unit@conwy.gov.uk
	01492 576070 BT Relay Service Clienteles with hearing or speech impairments can contact any Council service by dialling 18001 before the number they require.
	British Sign Language users can contact Conwy County Borough Council using a Sign Language interpreter, through the InterpretersLive! service, provided by Sign Solutions – visit www.conwy.gov.uk/Contact-Us/sign

