



Internal Review Policy

Procedure for internal reviews of requests under Freedom of Information (FOI request) or Data Subject Access Requests (DSAR request) under the UK General Data Protection Regulations

Towcester Town Council (the Council) is committed to ensuring transparency and providing as much information as possible to members of the public. You have the right to make an FOI request or a DSAR request. The Council has adopted an internal review procedure for you to use if you are dissatisfied with the Council's response.

What is an internal review?

An internal review is a formal process that allows the Council to reconsider its response to your FOI request or DSAR request. This review will assess whether we handled your request correctly, including the application of exemptions, timeliness of our response, and any other aspects of the original handling.

How to request an internal review

To request an internal review, please contact the Council within 40 working days of receiving the initial response to your FOI request or DSAR. Please send your request in writing, either by email or post, to the address provided below. Please include:

- Sufficient details so that the Council can identify the original response about which you require a review;
- A summary of the reason(s) for requesting a review ;
- Any additional information that you believe may assist with the review.

Email: towncouncil@towcester-tc.gov.uk

Address: Towcester Town Council, The Town Hall, 86 Watling Street, Towcester, Northamptonshire NN12 6BS

The Council's commitment to a fair review

The review will be conducted by a member of the team who did not deal with the request; this will be another member of staff, who will also consult with the Chair of the Council. The Council is committed to dealing with all requests for information as fairly as possible.

Timescale for review

The Council aims to complete the internal review within 20 working days of receiving your request. In exceptional cases where more time is required, we may extend this timeframe to 40 working days. If this happens, the Council will inform you of the delay and provide an expected completion date.

Possible outcomes

Following the internal review, the Council may:

- Uphold the original decision;
- Provide additional information if it is determined that more should be disclosed;
- Modify or withdraw any exemptions applied to your request.

What if I remain dissatisfied?

If you are not satisfied with the outcome of the internal review, you have the right to appeal to the Information Commissioner's Office (ICO). The ICO is the UK's independent authority that oversees compliance with FOI legislation.

You can contact the ICO at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Telephone: 0303 123 1113

Website: <https://ico.org.uk/>