

**Freedom of Information Act:
Complaints Procedure
(as it relates to Llanarmon yn Ial Community Council)**

This procedure is exclusively for dealing with complaints in relation to the operation of the Freedom of Information Act within the Council.

Where you are dissatisfied with the way that any request for information has been dealt with and you have been unable to obtain satisfaction through discussion with either the Clerk to the Council or a Council member dealing with the matter then you are encouraged to use this procedure.

Your complaint should be made in writing addressed to the Clerk of the Community Council (*Mrs Norma Wright, Bryn Llyn, Black Mountain, Treuddyn, CH7 4BW*) giving full details of the complaint.

A written acknowledgement will be sent and the complaint referred to a member of the Council to investigate and review the original response to your request and respond in writing within 14 working days. This person should not have been involved in the processing of your original application which is the subject of your complaint.

If you indicate that you are not satisfied with the response pursuant to the preceding paragraph, the complaint will be considered by the Chair or Vice-Chair of the Council who will investigate, review and respond within 14 working days.

Where your complaint is a complex one (for example involving the applicability of a qualified exemption) it may not be possible to deal with it within the above timescales. In such a situation a progress report will be sent within the above timescales.

Where the Chair or Vice-chair of the Council has been involved in making decisions in relation to your original application your complaint will be considered by another member of the Council within the above timescales.

If you remain dissatisfied after the above procedure you may wish to make an application to the Information Commissioner under Section 50 of the Freedom of Information Act that the Council has not dealt with your request for information properly. The Information Commissioner's office is at: *Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF*.

Llanarmon yn Ial Community Council
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