

COPYRIGHT – REUSING PUBLIC SECTOR INFORMATION **COMPLAINTS PROCEDURE**

This complaints procedure is devised specifically to handle complaints relating to re-use of information not access to information. Complaints about access to the information will be handled under the relevant complaints procedure.

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 the Officer dealing with the matter then you are encouraged to use the following procedure.

1. Your complaint should be made in writing addressed to the Head of Culture and Leisure, Library Headquarters, Mold or by e-mail to lawrence_rawsthorne@flintshire.gov.uk giving full details of the complaint.
2. A written acknowledgement will be sent and the original response to your request will be investigated and reviewed. A response to your complaint should be received within 20 working days if the request relates to education information the response may take 20 term-time days. The person reviewing the original response will not have been involved in the processing of your original application which is the subject of your complaint.
3. Where your complaint is a complex one 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.
4. Where the Head of Culture and Leisure has been involved in making decisions in relation to your original application your complaint will be considered by another Senior Officer within the above timescales.
5. If you remain dissatisfied after the above procedure you may wish to make an application to the Office of Public Sector Information, Admiralty Arch, North Side, The Mall, London SW1A 2WH