



## **NEW FOREST NATIONAL PARK AUTHORITY**

### **ACCESS TO INFORMATION: APPEAL PROCEDURES**

You may request information from the New Forest National Park Authority under the terms of the Freedom of Information Act 2000, the Environmental Information Regulations 2004 and the Data Protection Act 1998. Please see the Authority's Access to Information Policy and the Summary Guide, available at the Authority offices and on the website, for further information on requesting information from the Authority.

This leaflet explains how to appeal if you are unhappy with the outcome of your request for information, or the way in which your request has been handled by the Authority.

You may wish to make an appeal where:

- you consider that the Authority has not followed its publication scheme;
- you feel that a request for information has not been properly handled or a fee has been wrongly charged by the Authority;
- you feel that the application was not dealt with within the timeframe set out by the Freedom of Information Act;
- you are dissatisfied with the outcome of the consideration of the request;
- you consider that exemptions have been wrongly applied; or
- the issue is such that it cannot be resolved informally in discussion with the officer dealing with the request.

The Authority's internal appeal process should be exhausted before a referral is made to the Information Commissioner.

Appeals on decisions made regarding the disclosure of information should be directed to:

The Freedom of Information Officer  
New Forest National Park Authority  
South Efford House  
Milford Road  
Lymington  
Hampshire  
SO41 0JD

E-mail: [david.stone@newforestnpa.gov.uk](mailto:david.stone@newforestnpa.gov.uk)

The Authority will consider any expression of dissatisfaction in response to the Authority's reply to a request for information to be a complaint. If you decide that you

do not wish the matter to go through this procedure, then the complaint will be withdrawn.

Any appeal for a review of a decision made relating to a request for information will be dealt with in line with the Authority's complaints procedure, and will, in the first instance, be referred to the Director of Corporate Services, provided that he or she was not party to the original decision concerning the request for information, and provided that he or she is senior to the person who made the original decision.

The Director of Corporate Services will, as a minimum, consider the information released (if any) and the information held by the Authority against the request, and will discuss the decision with the staff member who made the decision and the Data Protection Officer and Freedom of Information Officer.

The Director of Corporate Services will keep you informed as to the progress of the review, will keep records of the review and will aim to deal with the review within 20 working days of receipt of the appeal. If the review includes a reconsideration of the public interest test (where a qualified exemption was found to apply) or where the review is particularly complex, the matter should be dealt with within 30 working days of receipt of the complaint.

If, at any stage, it becomes clear that the review will exceed the deadline the Authority will let you know.

If the original decision is reversed and the Authority determines that the information should be disclosed, it will notify you in writing as soon as possible and the disclosure of the information will be made at the earliest opportunity.

If the decision to refuse disclosure is upheld or you are still dissatisfied, you will have recourse to the Chief Executive, in accordance with the final stage of the Authority's complaints procedure. If the earlier decision is still upheld, you will be advised of your right to apply to the Information Commissioner's Office for review at:

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel No: 01625 545700

Fax No: 01625 545510

E-mail: [mail@ico.gsi.gov.uk](mailto:mail@ico.gsi.gov.uk)

Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)