

Freedom of Information Complaints Procedure

The University of Wolverhampton aims to comply fully with the Freedom of Information Act, however if you are dissatisfied with our response to a request you have the right to appeal under our complaints procedures. All complaints relating to requests for information under the Freedom of Information Act 2000, will be dealt with in accordance with existing complaints procedures to ensure that they are processed confidentially, fairly and without delay. Complaints are defined as “any expression of dissatisfaction from a member of the public which requires a response¹”.

Complaints should be made using the [complaints form](#) which is available online or on request, from Reception and Enquiry desks, Student Access Points, School Offices, Learning Centres, Site Offices, Residential Services Office and the Students' Union Offices.

If, for whatever reason, you are unable to complete a complaint form, you are encouraged to contact the University and the member of staff receiving your communication will, on your request, complete a complaint form on your behalf and submit it for action.

Complaints relating to Freedom of Information should be forwarded to the

Head of the Conduct & Appeals Unit:

c/o MB Building, City Campus South
University of Wolverhampton
Wulfruna Street
Wolverhampton
West Midlands. WV1 1LY

On receipt the complaint will be forwarded to the University Secretary's Office, and an investigation will be initiated. If the matter can be resolved immediately the complaint will be passed to the appropriate department for action. Where the complaint relates to the application of the public interest test the matter will be referred to the Pro-Vice-Chancellor Resourcing and Director of Finance, who will, following considerations of the issues, make a decision as to whether the exemption will be upheld or whether to release the information.

¹ www.dca.gov.uk

If the decision is to uphold the exemption a letter will be sent to you explaining that the exemption has been upheld and outlining our reasons for the decision. If the decision is to release the information, the department holding the information will be informed that the information must be released without delay.

You have the right to appeal to the [Information Commissioner](#) if you are not satisfied with the outcome of consideration of your complaint: -

The Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF.

Version	2.2	Author	Information and Records Manager
Approved date	02/2005 rev 08	Approved by	University Secretary
Review date	02/20010		