

THE INSTITUTE OF CANCER RESEARCH : ROYAL CANCER HOSPITAL PROCEDURE

INTERNAL REVIEW PROCEDURE FOR COMPLAINTS UNDER THE FREEDOM OF INFORMATION ACT 2000

Introduction

Persons who may make a complaint

1. Anyone may make a complaint under this Procedure.

Scope and purpose of the Procedure

2. This procedure is designed to assist The Institute in acting upon, and where appropriate investigating, a complaint in respect of the following:
 - The Publication Scheme not properly being complied with;
 - A request for information under the general right of access not properly being handled.

The Procedure

Step 1: Making a complaint

3. The following text will be included within all FOI responses:

If you are dissatisfied with this response, you may ask The Institute to conduct a review of this decision. To do this, please contact the Information Governance Manager in writing using this email address, describe the original request, explain your grounds for dissatisfaction, and include an address for correspondence. You should submit your complaint as soon as possible and within 2 months of receiving this response.

Step 2: Review Process

4. Investigations shall be conducted as speedily as possible, having regard to the nature and complexity of the complaint. The aim shall be to conclude the investigation within 20 working days.
5. The Executive Board has appointed the Chief Operating Officer to decide what action (if any) should be taken, and whether the matter is to be further investigated (and if so by whom). In reaching a decision, the Chief Operating Officer shall take such advice as they consider necessary.
6. The complainant shall be informed of the action taken following the internal review. A written record shall be kept of all complaints and their outcomes.
7. Where the outcome of the complaint is that information should be disclosed which was previously withheld, the information in question shall be disclosed as soon as practicable.
8. Where the outcome of a complaint is that the procedures have not been properly followed, then an apology shall be made and appropriate steps shall be taken to prevent similar errors occurring again.

Step 3: Information Commissioner

9. Where the Chief Operating Officer decides to dismiss a complaint and not to take any further action, the complainant shall be advised of their right to write to the Information Commissioner if they remain dissatisfied.

Step 4: Annual Report

10. The Executive Board will receive an annual report from Chief Operating Officer on the complaints received and action taken if applicable.

Notes:

11. If the complaint concerns a request for information under the general right of access, the complainant may apply to the Commissioner for a decision on whether The Institute has properly complied with the statutory provisions. If the complaint concerns the Publication Scheme, the complainant cannot apply for a decision, but the Commissioner may investigate the matter at his discretion.

12. Other related Institute procedures in existence are:

- Data Protection Policy

Approved by the Corporate Management Group 24.2.2004 Minute Reference CMG/2/04/50. Revised by the Corporate Management Group 1.2.2005 Minute Reference CMG/2/05/14

Updated November 2012 to reflect revised committee structure

Updated May 2017 following review by Information Governance Committee

Secretariat FOIA Complaints