Freedom of Information Act 2000
Appeals and Complaints Procedure

Policy Owner: Finance Director (University Secretary) and Deputy Chief Executive

Date created: 2005 (reviewed 2014)
Due for review: 2016
Approval route: Manager, Secretariat
The Freedom of Information Act 2000 gives certain rights to the public to seek review of LJMU’s decision on disclosure if they are dissatisfied with the way a request for information has been handled. All recipients of a disclosure from the University are automatically informed of their rights.

Throughout the procedure, you will be kept fully informed on the progress of your appeal and the next stage in the process.

There are 2 stages to the procedure:

**Stage 1  Appeal to LJMU**

If you are not satisfied with how your request has been handled, you should appeal in writing to:

Professor Robin Leatherbarrow  
Pro Vice Chancellor (Scholarship, Research & Knowledge Transfer)  
Liverpool John Moores University  
Egerton Court  
2 Rodney Street  
Liverpool  
L1 2UA  
R.J.Leatherbarrow@ljmu.ac.uk

An internal review will be conducted and a full response will be made within 20 working days.

If the appeal and/or internal review is complex and more than 20 working days are needed to investigate, this will be explained to you in writing and a realistic date provided for when the response can be expected.

**Stage 2  Complaint to the Information Commissioner**

Once having appealed, and you are still not satisfied with LJMU’s response, you have the right to apply to the Information Commissioner for a decision whether, in any specified respect, the request for information has been dealt with in accordance with the requirements of Part I of the Freedom of Information Act 2000.

The complaint should be made in writing to:

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

Details on how to complain can be found on the Information Commissioner’s website: www.ico.org.uk