CHELSHAM AND FARLEIGH PARISH COUNCIL

Freedom of Information

The Freedom of Information Act 2000is intended to promote a culture of openness and accountability amongst public authorities by providing people with the rights of access to the information held by them.

The Council will comply with the requirements of the act, and in particular will:

- Make as much information as possible available via the publication scheme
- Respond to requests for information as quickly as possible (within the statutory timescales)
- Where, in exceptional circumstances, the Council believes it is not going to be possible to respond fully within the statutory timescales (e.g., where public interest tests have to be considered), the Council will advise you why and give an estimated date by which the information will be provided, and provide as much of the information as possible within the earlier timescale
- Apply exemptions appropriately and consistently
- Ensure that any fees charged are applied appropriately and consistently

How to make a request

A large amount of information is freely available on the Council's website, which can be found at Home - Chelsham & Farleigh Parish Council

If you are unable to find the information you are looking for, you can request the information directly from the Council.

The preferred method for requesting information from the Council is in writing, either by email or letter. Requests should be made to:

Clerk to the Council, 33 Alexandra Road, Warlingham CR6 9DW or via email clerk@chelshamandfarleigh-pc.gov.uk

The request should provide as full a description as possible of the information you require, and your preferred method for receiving the information.

The Council would normally expect the Clerk to understand what information you have requested and be able to tell you where you can find it. If the information you received is not what you asked for, you should contact the Clerk to clarify your requirements.

Complaints

If you believe that the Council has not dealt with your request fairly and it cannot be resolved on an informal basis, you should follow the Council's complaints procedure.

If you have followed the Council's complaints procedure and are still not happy with how your request has been dealt with, you may also contact the Information Commissioner's Office to ask them to investigate further. They can be contacted at:

The Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

www.ico.org.uk

0303 123 1113

Charges

Charges made by the Council in relation to the publication scheme will be transparent, necessary and kept to a minimum. Information which is published and can be accessed on the Council's website is provided free of charge.

Charges will be made for actual disbursements incurred (as detailed below):

Photocopying @ 10p per A4 sheet (black and white only) – Actual cost incurred

Postage – Actual cost of Royal Mail Standard 2nd Class postage.