

University of Exeter
Data Protection and Freedom of Information: Complaints Procedure

1 The University's Commitment

1.1 The University aims to comply with all its obligations under the Data Protection and Freedom of Information Acts and is committed to delivering to a high quality, efficient and fair service to all applicants. However, if an applicant is unsatisfied with the way a request has been dealt with or has a complaint about the Publication Scheme he/she has the right to complain.

1.2 The University aims to handle complaints in a fair and efficient manner that encourages informal and early resolution. This procedure outlines the University's process in dealing with complaints arising in handling requests.

2 The Internal Complaints Procedure

2.1 The University will deal with all complaints received as quickly and effectively as possible.

2.2 Complaints should be raised as soon as possible, in writing to the Registrar and Deputy Chief Executive and/or Records Manager. You should present full details of the nature of the complaint and it is helpful if you state what reasonable steps you believe should be taken to resolve the complaint.

2.3 The University will acknowledge receipt of the complaint by return. A full investigation will be carried out into the complaint.

2.4 In order to ensure that a full and independent investigation is carried out it will be led by a Senior member of the University who was not involved in compiling the initial response this will vary between cases but is likely to be the Registrar and Deputy Chief Executive or a Deputy Vice-Chancellor.

2.4 A response will normally be provided within 20 working days. If the investigation is expected to take longer than 20 working days the University will inform the applicant when they should expect to receive a response.

3 External Complaints Procedure

3.1 If the applicant has exhausted the University's complaints procedure as defined above and remains unsatisfied with the response provided by the University, they have the right to complaint to the Information Commissioner. Applicants should contact the Information Commissioner directly at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

4 Contacts

4.1 Records Manager
Academic Services
Rm. 58, Laver Building
North Park Road
Exeter
EX4 4QE
foi@ex.ac.uk

Registrar and Deputy Chief Executive
Northcote House
The Queen's Drive
Exeter
EX4 4QJ

Caroline Dominey
Records Manager
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