

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 Secretary and/or the Information Governance 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 Secretary or a Deputy Vice Chancellor.
- 2.5 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 contact the Information Commissioner for further investigation. Applicants should contact the Information Commissioner directly at:

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

4 University Contacts

- 4.1 **Information Governance Manager, Lafrowda House, St Germans Road, Exeter EX4 6TL**
Registrar and Secretary, Northcote House, The Queens Drive, Exeter, EX4 4QJ