

How do I appeal or make a complaint?

We hope we can resolve most issues by talking to you, but if you wish to make a formal complaint about the way we have dealt with your request you should do this in writing. Your complaint will be dealt with under our 'Complaints Procedure'. If you are unhappy with the outcome of your complaint you can appeal to the Information Commissioner at the address below.

How can I find out more?

You can contact us or you can write to:

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

Tel: 0303 123 1113
www.ico.gov.uk



HOW TO CONTACT US

Email

customerservices@westsomerset.gov.uk

Website

www.westsomersetonline.gov.uk

Have Your Say

www.westsomersetsays.com

Telephone

01643 703704

8.30 am - 5.00 pm Monday to Thursday

8.30 am - 4.30 pm Friday

(Your call may be recorded)

Emergency

Careline 0800 0831404 (4.30 pm - 8.30 am)

Minehead Customer Centre

1-3 Summerland Road, Minehead, Somerset
TA24 5BP Monday - Friday 9am - 5pm

Williton Office

West Somerset House, Killick Way, Williton,
Taunton, Somerset TA4 4QA
Monday - Thursday 8.30am - 5pm; Friday
8.30am - 4.30pm

Visitor Information & Interpretation Centre

Warren Road, Minehead, Somerset
TA24 5BG Tel (01643) 702624
visitor@westsomerset.gov.uk



Your Rights! The Freedom of Information Act 2000

This document can be made available in large print, Braille, tape format or in other languages upon request.



What is the Freedom of Information Act?

It is a law that affects all public sector organisations and came into force on the 1st January 2005. It gives you greater access to information held by public organisations like councils. The Act lets you find out more about what we do and how we arrive at decisions.

To make it easier for you to access information, we are publishing more and more information in accordance with the Publication Scheme.

What is the Publication Scheme?

The Scheme is a simple way of categorising information that is available to you. You can find the Scheme on our website or it can be viewed at our offices and local libraries. It tells you about what information is generally made available, where you might find it and whether charges apply. The best place to start looking for information is on our website.

What sort of information?

The authority holds information in all sorts of ways such as writing, photographs, pictures, maps, video, cassette, computer, flip charts and 'post its'.

It might be a

- chart about how much money is spent plan about keeping the beaches clean
- information that is written down about you
- drawing of a new nursing home

It could be lots of different things.

What if I can't find what I'm looking for?

You can make a request in writing, by e-mail, by using the online form on our website or at our offices. A request must contain your name and address and it will help in dealing with your application if you could refer to the Freedom of Information Act.

Does the Act let other people see personal information about me?

Personal information is generally protected by the common law duty of confidentiality, the Human Rights Act and the Data Protection Act.

Can I use the Act to see personal information about me?

No, but the Data Protection Act gives you the right to see information that has been recorded about you.

Will it cost me anything?

It might do, depending on the nature of the request and how much work is involved in finding, preparing and making the information available to you. We will let you know the cost before we start work.

How long do I have to wait?

Usually the information will be sent to you within 20 working days of your request. It may take longer if we need to clarify your request, or if we have asked for a fee and are waiting to receive it, or if we need to consider whether any exemptions apply to the information you have asked for.

How will the information be provided to me?

You can tell us how you would like to receive the information and we will try to comply with your wishes. If it is not possible we will notify you and offer an alternative.