

10. COMPLAINTS

Complaints about the publication scheme

Our aim is to make our publication scheme as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the publication scheme, however, then please contact us, and we will try and resolve your complaint as quickly as possible. You can contact:

Lisa Rose
Principal Solicitor
Law and Administration Division
Corporate Services Department
Angus Council
Angus House
Orchardbank Business Park
Forfar DD8 1AN
Telephone: 01307 476232
Fax: 01307 476299
Email: RoseL@angus.gov.uk

Any complaint will be acknowledged within two working days of receipt and we will respond in full within twenty working days.

If you are still unhappy, you may contact the Scottish Information Commissioners' Office, on the details below.

Appealing to the Scottish Information Commissioner

You have legal rights to access information under this scheme and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response. These rights will apply only to publication scheme requests made in writing* or another recordable format. If you are unhappy with our responses to your request you can ask us to review it and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner.

This same three-step right of appeal applies if you make written requests for information which is not included in the publication scheme, and are unhappy with the response you receive. [Section 11](#) provides guidance on how to request information which is not available under the scheme.

The Commissioner's website has a guide to this three step process, and he operates an enquiry service on Monday to Friday from 9:00am to 5:00pm. His office can be contacted as follows:

Scottish Information Commissioner

Kinburn Castle

Doubledykes Road

St Andrews

Fife

KY16 9DS

Tel: 01334 464610

Email: enquiries@itspublicknowledge.info

Website: www.itspublicknowledge.info

*verbal requests for environmental information carry similar rights.

