



## Wivenhoe Town Council Freedom of Information Policy

This policy clarifies our approach to the Freedom of Information Act (2000) (FOIA) and how to submit FOI requests to the Council.

### Policy Overview

This policy is delivered in accordance with the FOIA and guidance issued by the supervisory body for the UK, the Information Commissioners Office. It sets out the rights and obligations of the Council in relation to Freedom of Information regulations.

1. Your rights When making a request to the Council, you have a right to:
  - Be informed whether the Council holds information meeting the description set out in your request, and:
  - To have any information we hold relating to the request communicated to you, in either electronic or paper format.
  - To receive advice and assistance from the Council
  - To receive your request within 20 working days of having first raised it.

### 2. Description of requests and general information relating to requests.

2.1 Requests must be for recorded information. Requests concerning clarification on policy or press enquiries on general Council business falls outside the scope of the FOIA.

2.2 Requests will be conducted free of charge by the Council, and charges only made where the request involves a substantial volume of information. Where a charge is to be made, a schedule of charges will be issued to the applicant with an explanation on how the charge has been calculated. Applicants reserve the right to complain about a charge raised through the Council's complaints procedure.

2.3 Where applicants request that information is to be relayed through a preferred method of communications (e.g. email) the Council will meet this request as far as is practically reasonable.

2.4 The Council reserves the right to ask for clarification from applicants, for example where an applicant's request is unclear.

2.5 The Council reserves the right not to respond to 'vexatious' requests. The determination of such a request is conducted through guidance issued to public authorities from the Information Commissioners Office.

2.6 Many documents are already in the public domain on the Town Council website and may not require a FOI request

### 3. Making Requests

3.1 Requests can be emailed to [townclerk@wivenhoe.gov.uk](mailto:townclerk@wivenhoe.gov.uk) or alternatively raised in writing to: Wivenhoe Town Council | 77 High Street | Wivenhoe | Essex | CO7 9AB

#### 4. Disputing Information Received

4.1 Where applicants dispute the information received in a request, you may request an internal review be conducted

4.2 Where an applicant remains unsatisfied with the internal review conducted by the council they may complain to the Information Commissioner's Office directly

**Adopted:** 11 December 2024. F&P Committee

**Next review date:** December 2025.