



factsheet

CUSTOMER SERVICE STANDARDS

FREEDOM OF INFORMATION AND DATA PROTECTION

Web: www.charnwood.gov.uk/democracy/freedomofinformation.html

Tel: 01509 634785

Email: foi@charnwood.gov.uk

This service ensures that the Council fulfils its obligations relating to the provision of information and the protection of personal information. This includes providing, where permitted, information that is requested. Assistance will be given in framing requests for information where this is necessary. Information will be provided in the format that is requested.

In addition to the standards in the customer charter you can also expect us to deliver the following:



CUSTOMER SERVICE STANDARDS FOI AND DATA PROTECTION

When you:	We will:	Within: (Timescale)
Make a request for information under the Freedom of Information Act 2000 or Environmental Information Regulations (which must be in writing or via email)	Acknowledge receipt of your request (CS 202)	Within 5 working days
	Provide you with the information you requested or an explanation of why, within the terms of the Act, it can not be provided (RM6)	Within 20 working days of receipt
Make a subject access request under the Data Protection Act 1998 (which must be in writing or via email and is subject to a fee of £10)	Acknowledge receipt of your request (CS 202)	Within 5 working days
	Provide you with the information you requested or an explanation of why, within the terms of the Data Protection Act, it can not be provided (RM 8)	Within 40 days of receipt



CUSTOMER SERVICE STANDARDS FOI AND DATA PROTECTION

<p>Make a complaint that a Member of Council has not complied with the Code of Conduct</p>	<p>Acknowledge receipt of your complaint (CS 203)</p> <p>Advise you of the Standards Panel's decision (CS 204)</p>	<p>Within 5 working days</p> <p>Within 5 working days of the Panel Meeting</p>
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If you wish to find out how the service is performing against its targets this information is available on the website at

www.charnwood.gov.uk/CSS2

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়াকরে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

आ माहिती जूही जूही पद्धतिओमां उपलब्ध छे. ते भेणववा माटे कृपा करी आ नंबर पर डोन करो (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

ਇਹ ਜਾਣਕਾਰੀ ਵੱਖ-ਵੱਖ ਸ਼ਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560

