



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 freedom of information request (which must be in writing or via email)	Acknowledge receipt of your request Provide you with the information you requested or an explanation of why, within the terms of the Freedom of Information Act, it can not be provided (CS 202)	Within 5 working days Within 20 working days of receipt
Make a subject access request (which must be in writing or via email and is subject to a fee of £10)	Acknowledge receipt of your request 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 5 working days Within 40 working days of receipt
Make a complaint that a Member of	Acknowledge receipt of your complaint (CS 203)	Within 5 working days



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Council has not complied with the Code of Conduct	Advise you of the Standards Panel's decision (CS 204)	Within 5 working days of the Panel Meeting
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This information is available in different formats. To access these please phone (01509) 634560.

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

這資料具不同的格式，請致電 (01509) 634560 索取。

આ માહિતી જુદી જુદી પદ્ધતિઓમાં ઉપલબ્ધ છે. તે મેળવવા માટે કૃપા કરી આ નંબર પર ફોન કરો (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

