# Freedom of Information and Environmental Information Regulations Internal Review Procedure

The University of Northampton is committed to meeting its obligations under the Freedom of Information Act (2000) and Environmental Information Regulations (2004). We aim to provide an efficient and helpful service to those requesting information from us to promote transparency and accountability.

If our response does not meet with your expectations, in the first instance, please contact the FOI team at [FOI@northampton.ac.uk](mailto:FOI@northampton.ac.uk).

If you are still not satisfied with our initial response and you wish to request an internal review, please submit your FOI/EIR complaint in writing to [DPO@northampton.ac.uk.](mailto:DPO@northampton.ac.uk) Please note, that internal review requests should be made within 40 working days of the initial response. The University of Northampton is not obliged to provide a review if it is requested after 40 working days.

Your complaint will be investigated by senior staff other than those involved in the original decision or process. Staff completing the review will endeavour to let you know of the University’s decision about your complaint within 20 working days. If a response cannot be dispensed within the statutory timeline of 20 working days, then you will be informed as to when a decision will be available.

The University of Northampton will keep a record of internal reviews and their outcomes for the purpose of the annual review of all relevant procedures.

If you remain dissatisfied after the internal review, you can complain to the ICO as a regulator of the Freedom of Information Act and Environmental Information Regulations via ICO website at: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>