



The Planning
Inspectorate



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Information Request Complaints Procedure

Oct 23



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You are able to request recorded information from the Planning Inspectorate under the Freedom of Information Act 2000 and Environmental Information Regulations 2004. This leaflet explains our complaints procedure if you are unhappy with our handling of your request and consider it breaches the requirements of the relevant legislation.

If you wish to make a complaint about our handling of your request for information then please contact us clearly setting out the reasons for your dissatisfaction. Where a decision on your request has been issued, the complaint should be made within 2 months from the date of our decision letter.

The best way to contact us is via the [webform](#)

or you can write to us at:

The Planning Inspectorate
Customer Service Team
Room 3/13 Kite Wing, Temple Quay House
2 The Square,
Temple Quay
Bristol
BS1 6PN

We will send you an acknowledgment on receipt of your complaint.

Your complaint will be reviewed by a different person than your original request, and in most cases you will be told the outcome within 40 working days. If the review is more complex and will take longer then we will inform you of the expected outcome date.

If, following the review, you remain dissatisfied with our handling of your request then you may appeal to the Information Commissioner. Appeals to the Commissioner should also be made within 2 months of the date of our review decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House,
Water Lane,
Wilmslow
Cheshire
SK9 5AF

Telephone: 01625 545 745
Email: casework@ico.org.uk

Further guidance is also available on the Information Commissioner's website:
www.ico.org.uk