

Making an FOI request

[Freedom of information](#) [1]

[Statutory](#) [2]



Our publication scheme outlines what information is routinely made available. In addition you can request specific information under the Freedom of Information Act.

The Freedom of Information Act requires that all requests:

- are in writing (this does include emails)
- state clearly what information is required
- state the name of the applicant and an address for correspondence

When your request is received we will send out an acknowledgement and we will reply no later than 20 working days after receipt of your request.

If the information you require has already been published, it is likely to be available on our website. If not, you can request it. Please provide a detailed description of the information you want to enable us to deal with your request in a quick and efficient manner. We require a name and address and to know in what form you would like the information e.g. electronic, paper, large print.

If you prefer to submit your request by post, please use the address below.
The Freedom of Information Officer, Copeland Borough Council, Catherine Street, Whitehaven, Cumbria CA28 7SJ

Exemptions and Public Interest test

There are some exemptions to the information that we will provide under the Freedom of Information Act. We will advise you at the time if your request falls into this category. This will usually be where it is in the public interest not to release the information you want.

Fees

Fees may be payable for some classes of information. Where a fee is payable, this is shown in the column headed 'Fees and other Information' in the Classes of Information section of the Publication

Scheme.

When estimating the cost of complying with a written request for information we will take into account staff time charged at a rate of £25 per hour, involved in

- determining whether the information is held
- locating the information or a document which may contain the information
- retrieving the information, or a document that may contain the information
- extracting the information from a document containing it

Complaints Procedure

The Council will make every effort to make sure that the services it provides are as efficient and effective as possible and this includes any requests under the Freedom of Information Act. If you believe that your request has not been dealt with fairly and cannot be dealt with satisfactorily on an informal basis you should follow the Council's complaints procedure.

If you have followed the complaints procedure and are still not happy with how your request has been dealt with you may also contact the The Office of the Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF Enquiries: 01625 545700

Click here [for a customers guide to the compliments, complaints and comments procedure.](#) [3]

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Links

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[3] <http://www.copeland.gov.uk/attachments/complaints-compliments-and-comments-procedure>