



# **The Planning Inspectorate**

## **Information Request Complaints Procedure**

*Apr 16*

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 write to 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.

Our address is:

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

Email: [enquiries@pins.gsi.gov.uk](mailto:enquiries@pins.gsi.gov.uk)

We will send you an acknowledgement 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 20 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](mailto:casework@ico.org.uk)

Further guidance is also available on the Information Commissioner's website:  
[www.ico.org.uk](http://www.ico.org.uk)