

FOI Reference Number: FOI/122/1920

Date: 05/08/2019

Request:

Under the Freedom of Information Act, please could I have a copy of any internal guidance document that you have for council officers on how to draft responses to complaints. Your organisation may have a procedure for handling complaints that council officers use.

Response:

Thank you for your information request which Mid and East Antrim Borough Council received on 04 July 2019.

Please find below Mid and East Antrim Borough Council's response to the information you requested in relation to a copy of any internal guidance document that you have for council officers on how to draft responses to complaints.

Please note, Mid and East Antrim Borough Council does not have an internal guidance document on how to draft responses to complaints.

Attached is a copy of Mid and East Antrim's Complaints Policy.

If you are dissatisfied with the handling of part of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Chief Executive at the Braid Ballymena Town Hall, 1-29 Bridge Street, Ballymena, BT43 5EJ.

Please remember to quote the reference number FOI/122/1920 in any future communications.

If you are not content with the outcome of an internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Please be advised that Mid and East Antrim Borough Council may release the response to this information request into the public domain via our website at <https://www.midandeantrim.gov.uk/>.

If we publish our response to your request, your personal data will be removed to protect your privacy.