

Freedom of Information Advice

Make a Freedom of Information or Environmental Information Request

Before you submit a Freedom of Information request:

- Have you searched the Town Council website for the information?
- Have you searched published responses to FOI requests?
- Is the information available under the Publication Scheme?

Please note: any request for personal information should be made as a Subject Access request (see the Data Protection page).

If you are making an **Environmental Information Request** this will be handled in a similar way to a Freedom of Information request.

Information about your rights on both can be found on the website of the [Information Commissioners Officer](#)

Who can make a request?

Anyone can make a request – there is no age limit and you do not have to be a local resident.

How to make a request

All requests must be made in writing although this can be an email, letter or even a post on the Council social media pages. You may also use the online form provided below. If you require assistance in making a request, please contact the Freedom of Information Officer.

All requests must be sent to:

The Freedom of Information Officer
Saltash Town Council
The Guildhall
12 Lower Fore Street
Saltash
PL12 6JX

Email: foi@saltash.gov.uk

When you make a request it will be acknowledged in writing. We may request clarification to ensure we have understood your request. You should receive the information you have requested within 20 working days.

Most requests are free but you may be asked to pay for photocopying, postage, or media devices. You will be contacted if charges may be incurred.

Requests may be refused where sensitive or confidential information is involved. Where an excessive amount of work would be required to fulfil the request you will be offered assistance to modify the request to make it achievable.

Appeals

If you are unhappy with a response the first step will be to ask for a formal review which will be conducted by the Town Clerk.

If you remain dissatisfied, you have the right to appeal further by contacting the Information Commissioner's Officer:

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

Web: www.ico.gov.uk