

FOI & EIR - Guidance Notes

Request for information refused

Nottingham City Council aims to be as open and transparent as possible, however there are several reasons where the council may need to refuse part or all of a request for example when:

- It would cost too much to deal with the request
- The requested information is already published
- The request is difficult
- The request repeats a previous request from the same person

In some cases, there will be a good reason why we will not be able to make public some or all of the information requested:

- If we do not hold the information
- If an exemption or exception applies

This can only be done where there are clear legal grounds for doing so and our response to you will explain why we cannot provide the information requested and the legal basis of that decision.

A full list of valid exemptions under the Freedom of Information Act and Environmental Information Regulations legislation can be found on the Information Commissioner's Office (ICO) website using the following links:

- [Exemptions](#)
- [Exceptions](#)

If you are not satisfied with the Council's response

If you are unhappy with the response to your request, you can request a review of the original response, referred to as an Internal Review.

Details of how to appeal will be provided with any response to your request.

To request an internal review you should write and state the reasons for your dissatisfaction

Email:

foi@nottinghamcity.gov.uk

By Post:

Freedom of Information Team
Information Compliance
Nottingham City Council
2nd Floor Loxley House
Station Street
Nottingham
NG2 3NG

If you are unable to request a review in writing, please call the Information Compliance Team on 0115 876 3855 (Ask for FOI Team) so we arrange necessary reasonable adjustments to accommodate your needs.

If you remain dissatisfied, you can request an independent review of your case by contacting the ICO. Using the procedure on the following ICO page to report your concerns:

- [Make a complaint to the ICO.](#)

You can contact the ICO using the following methods:

Email: casework@ico.org.uk

Phone: 0303 123 1113 (local rate) or 01625 545745 if you prefer to use a national rate number.

[Useful links](#)

You can find further information about the Freedom of Information Act and Environmental Information Regulation from the following government websites:

- [The Information Commissioner's Office website](#)
- [The Freedom of Information Act 2000 and explanatory notes](#)
- [The Environmental Information Regulations 2004 and explanatory notes](#)