



Royal
Academy
of Music

FREEDOM OF INFORMATION: COMPLAINTS PROCEDURE

The Royal Academy of Music intends to respond to all information request enquiries in a helpful and timely manner, providing as much information as possible in accordance with the Freedom of Information Act 2000.

The Information Commissioners' Office is the independent public body which promotes public access to official information, and whose remit includes the enforcement and overseeing of the Freedom of Information Act. They have set out the grounds on which a complaint can be issued. These are:

- Failure to provide the information you requested
- Failure to respond to your request within 20 working days (or failure to explain why longer than 20 working days is needed)
- Failure to give you proper advice and help
- Failure to give information in the form in which you requested it
- Failure to properly explain any reasons for refusing the request
- Failure to correctly apply an exemption under the Act

If you are dissatisfied with the handling 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 request and should be addressed to:

Dr Timothy Jones,
c/o Catherine Jury,
Royal Academy of Music,
Marylebone Road,
London NW1 5HT

The Academy will issue a written response to your complaint but if you consider the matter to remain unresolved at this stage you are entitled to contact the Information Commissioner's Office for further assistance. Please note they will only accept cases where the complaints procedure of the original institution has been followed.

The ICO can be contacted at:

First Contact Team
Information Commissioner's Office
Wycliffe House
Water Lane,
Wilmslow
Cheshire, SK9 5AF

Further information can be found on the Information Commissioner's website at www.ico.gov.uk