



Freedom of Information Request Policy

Recommendation from Policy & Resources Committee

New Policy

- ☐ Compliance with Assertion 10
- ☐ Compliance with Freedom of Information Act 2000

Date of adoption	Full Council 15 th July 2026, Minute number 26/07()
Reviewed	Policy & Resources Committee 17 th June 2026 – recommendation to Full Council
Next Review Date	Annually

Freedom of Information Request Policy

1. Introduction

- 1.1 Newton Abbot Town Council is committed to complying with the provisions of the Freedom of Information Act 2000 and to publishing or making available information held by it in accordance with the Freedom of Information Act 2000.
- 1.2 Anyone can make a request – there is no age limit, and you do not have to be a local resident.
- 1.3 Before submitting a Freedom of Information request, you may find the information you need by searching our Publication Scheme which is available on our website [Publication Scheme](#) (The Council has adopted the ICO Model Publication Scheme).
- 1.4 If you make an Environmental Information Request this will be handled in an equivalent way to a Freedom of Information request. These requests are governed by the Environmental Information Regulations 2004 (EIR), which provide a separate but parallel right of access to environmental information.

2. Making a request for information

- 2.1 If you want to make a request for some information under the Freedom of Information Act, please note the following -
 - All Freedom of Information requests need to be made in writing although this can be an email or a letter. Requests must clearly include your full name, a valid contact address (which may be an email address), and a detailed description of the information requested. Without this information, we will not be able to process your request. You cannot make a request by telephone, social media or by speaking to someone face to face. Requests submitted through social media will be acknowledged and may be redirected to email to ensure accurate processing and record retention
 - You must provide us with the following information -
 - your name
 - a contact address (this can be an email address)
 - a detailed description of the information you require. Please be specific and only request the information you need rather than full documents.
 - the way in which you would like to receive the information - for example, if you would like it in hard copy, would prefer to come in and view the material "in situ" or need the information provided in Braille.
- 2.2 Once we receive a valid Freedom of Information request, we will acknowledge it within 5 working days. We will respond within 20 working days to straightforward written requests. However, if necessary, this timescale will be extended to consider a Public Interest Test. If the deadline is not expected to be met, you will be advised of the reasons for the delay and the anticipated reply date.
- 2.3 Most requests are free, however, you may be asked to pay for photocopying or for

postage. We will contact you within five working days if charges or additional information is required, you will then have the option to withdraw your request.

- 2.4 Any fees will be in accordance with the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. We will apply the “appropriate limit” in the regulations. Where the cost of complying with the request exceeds this, we will issue a refusal notice inviting you to refine your request.
- 2.5 We may not be able to release certain information due to data protection issues or where the information is sensitive or confidential. If we refuse a request, we will issue a written refusal notice explaining the reasons and citing the relevant exemption(s).

3. If you are not satisfied

- 3.1 Our aim is to be as open as possible with the information we provide, but should you feel that this has not been the case, you have a full and formal appeal process at your disposal. In the first instance, your appeal will go through the formal complaints process of the Council, which will be initiated by you contacting the Clerk.
- 3.2 Requests for an Internal Review should be submitted to the Town Clerk within 30 working days. The Internal Review will be conducted in accordance with the Council's Complaints Policy and Freedom of Information Act 2000. If you remain dissatisfied, you have the right to continue your appeal by contacting the Information Commissioner's Office.
- 3.3 If your concern relates to how the Council has processed your own personal data, rather than access to environmental or public information, the matter will be considered under the Council's Data Protection Complaints Procedure contained within the Complaints Policy.
- 3.4 Any personal data provided in connection with a Freedom of Information request will be processed in accordance with the Council's [Privacy Notice](#) which is available on our website.
- 3.5 If you require this policy or any information requested under the Freedom of Information Act in an alternative format, such as large print, audio, or Braille, please let us know. We will make reasonable efforts to accommodate your needs.

Contact Details:

The Information Commissioner's Office Wycliffe
House
Water Lane
Wilmslow
Cheshire
SK9 5AF
<https://ico.org.uk/>