# Freedom of Information

## 1. Introduction

1.1. The Freedom of Information Act 2000 is intended to promote a culture of openness and accountability amongst public authorities by providing people with rights of access to the information held by them.

• Make as much information as possible available via the publication scheme

• Respond to requests for information as quickly as possible, and in any event, within the statutory timescales

• Where, exceptionally, we believe it is not going to be possible to respond fully within the statutory timescale (for example, where we have to consider the public interest tests), the Council will:

o Advise you why, and give an estimated date by which the information will be provided, and

o Provide as much of the information as possible within the earlier timescale

• Apply exemptions appropriately and consistently

• Ensure that any fees charged are calculated appropriately and consistently

## 2. How to make a request

2.1. A large amount of information is freely available on the Council's website, which can be found at https://tonghamparish council.gov.uk/

2.2. If you are unable to find the information you are looking for, you can request the information directly from the Council.

2.3. The preferred method for requesting information from the Council is in writing; either email or letter, to ensure the request is clearly understood. Requests should be made to:

- Clerk to the Council, Tongham Parish Council, Tongham Community Centre, Poyle Road, Tongham, Farnham GU10 1DU
- Or via email clerk@tonghamparishcouncil.gov.uk

2.4. The request should provide as full a description as possible of the information you require, and your preferred method for receiving the information.

## 3. Complaints

3.1. The Council would normally expect the Clerk to understand what information you have asked for and be able to tell you where you can find it. If the information you received is not what you asked for or need, you should contact the Clerk to clarify your requirements.

3.2. If you believe that the Council has not dealt with your request fairly and it cannot be resolved on an informal basis, you should follow our complaints procedure.

3.3. If you have followed our complaints procedure and are still not happy with how we have dealt with your request, you may also contact the Information Commissioner's Office to ask them to investigate further. They can be contacted at:

- Postal address: The Information Commissioner's Office, Wycliffe House, Water Lane Wilmslow, Cheshire SK9 5AF
- Website: www.ico.org.uk
- Telephone: 0303 123 1113

**4. Charges**

4.1. Charges made by the Council in relation to the publication scheme will be justified, transparent and kept to a minimum.

4.2. Information which is published and accessed on the Council's website is provided free of charge.

4.3. Charges will be made for actual disbursements incurred as detailed below:

| DESCRIPTION | BASIS OF CHARGE |
|---|---|
| Photocopying @ 10p per A4 sheet (black & white only) | Actual cost incurred |
| Photocopying @ 12p per A3 sheet (black & white only) | Actual cost incurred |
| Postage | Actual cost of Royal Mail standard 2nd class |

Adopted:

Review date: October 2026