

Freedom of Information Policy

Version: 2.1-25 Approved: 25th November 2025

1. Introduction

The Freedom of Information Act 2000 promotes openness and accountability among public authorities by providing the public with rights of access to information.

Windlesham Parish Council complies with the Act by:

- Making information available through the Council's Publication Scheme (adopted ICO Model Scheme).
- Responding to requests within 20 working days, pausing the timeframe if clarification or a fee notice is required.
- Applying exemptions appropriately and issuing refusal notices under section 17 of the Act when applicable.
- Charging fees only in accordance with the FOIA Fees Regulations 2004 and the £450 (18-hour) cost limit.

2. How to Make a Request

- Information is available on the Council's website at www.windleshampc.gov.uk or may be requested directly in writing (email or letter).
- Requests should clearly describe the information sought and include contact details for the response.
- Requests should be sent to: The Clerk, Windlesham Parish Council, The Avenue, Lightwater, GU18 5RG or via email: clerk@windleshampc.gov.uk.
- The Council will provide reasonable adjustments where needed to ensure accessibility for all applicants.

3. Complaints and Internal Review

- If someone is dissatisfied with the handling of their request, they may request an internal review within 40 working days of the response.
- The review will be conducted by a senior officer not involved in the original decision and completed within 20 working days.
- If they remain dissatisfied after the internal review, you may appeal to the Information Commissioner's Office (ICO):
- Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF | www.ico.org.uk | 0303 123 1113

4. Fees and Charges

- Information on the Council's website is provided free of charge.

Charges may be applied for photocopying and postage as follows:

- A4 black & white – £0.50 per sheet
- A3 black & white – £0.60 per sheet

- Postage – actual cost of Royal Mail 2nd class
- Charges will be transparent, reasonable, and reflect actual disbursements.

5. Record-Keeping and Environmental Information

- All Freedom of Information requests, responses, and exemptions will be recorded in the Council's FOI Log for audit and monitoring.
- Requests for environmental information are handled under the Environmental Information Regulations 2004 (EIR).

6. Review

- This policy will be reviewed annually or following updates to FOIA or ICO guidance to ensure continued compliance.