



Freedom of information (FOI) process guide.

January 2026

How to make an FOI request

You must make a Freedom of Information (FOI) request in writing. You can do it by:

- Letter – see below
- email – see below
- social media
- online form - check the website for an [online form](#)

If you cannot make your request in writing because of a disability, contact the Parish Council. They should help you to make the request another way - for example over the phone.

Before you make a request

You might not need to make a FOI request if the Parish Council has:

- already published the information
- previously responded to an FOI request

You can email or phone the Parish Council to ask if they've already published the information or responded to an FOI request.

What to include

You should give:

- your name
- a contact postal or email address
- a detailed description of the information you want - for example, you might want all information held on a subject, or just a summary

You can ask for information in a particular format, such as:

- paper or electronic copies of information
- audio format
- large print

When you'll get a response

The Parish Council should send you the information within 20 working days of receiving your request. They will tell you when to expect the information if they need more time.



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When your information will be shared

If you've sent an FOI request to several government departments, they may share your name and request between them. This is to help deal with your enquiry more effectively.

No other details will be shared and your information will not be used for any other purpose.

Costs

Most requests are free but you might be asked to pay a small amount for photocopies or postage. The Parish Council will tell you if you have to pay anything.

[Check the copyright status](#) of information you receive if you plan to reproduce it.

If your request is turned down

Some sensitive information is not available to members of the public. If this applies, the Parish Council must tell you why they cannot give you some or all of the information you requested.

They might ask you to be more specific so they can provide just the information you need.

The Parish Council can also refuse your Freedom of Information (FOI) request if getting information will cost more than £450.

Reviews and complaints

If the Parish Council does not provide you with the information you requested, you should first ask them to review their decision.

If you're not satisfied with the response, you can complain or appeal to the information commissioner for:

- England, Wales or Northern Ireland and organisations that cover the whole of the UK - [complain to the Information Commissioner's Office](#)

Reviewed	Adopted
	14 January 2026