



Greener Ealing Ltd
Freedom of Information Policy
March 2020

1. Introduction

Greener Ealing Ltd (GEL) is designated as a public authority for the purposes of the Freedom of Information Act 2000 (FOIA) and is committed to complying with the provisions of the FOIA and the Environmental Regulations 2004 (EIR).

The legislation enables anyone, anywhere in the world, to request any recorded information held by, or on behalf of GEL.

Information will be provided if it is held, unless one or more of the exemptions listed in the legislation applies. Information, which is exempt, does not have to be provided but we will always tell you our reasons in writing and outline the exemption, which is applicable to your request.

Before making a Freedom of Information request you may want to check whether we have already made the information available through our Publication Scheme.

For advice and assistance, please contact info@

You can also access free guidance and independent advice about FOIA and the EIR from the [Information Commissioner's Office](#).

2. Responsibilities

All directors, employees, consultants and contractors working on behalf of GEL are responsible for ensuring that any request for information they receive is dealt with in line with the requirements of the FOIA and in compliance with this policy.

Where the requestor indicates that they would like the information in a particular form, for example; paper, electronic or inspection in person, we will comply with their preference where reasonably practicable, taking into account the particular

circumstances, including cost and the unique circumstances of the request itself.

3. Processing the request

GEL aims to respond to all requests promptly within 20 working days following receipt of a valid request.

This timescale maybe extended, for example if an exemption applies and we are considering whether or not it is in the public interest to disclose the information. We will always contact and tell you if we are unable to respond to your request within 20 working days giving our reasons.

GEL reserves the right to refuse requests where the cost of providing the information would exceed the statutory cost limit. This limit is currently set at £450, which equates to 18 hours work at a rate of £25 per hour regardless of the person processing the request.

Where GEL assesses the request and believes that complying with the request will take more than 18 hours of staff time, we will do our best to help the requestor to narrow and refine their request to bring it in line with the cost limit. If this is not possible we will provide you with the information, which is accessible within the 18 hours limit.

4. If you are unhappy with our response

If you are unhappy with our response and the way we have processed your request you can write to us requesting a review, outlining the reasons why you are unhappy with the response we provided you with. Please address your complaint to:

Greener Ealing Ltd

Perceval House,
14-16 Uxbridge Rd,
Ealing,
London,
W5 2HL

We will review your case, and provide a written response within **7 working days**. If you remain unhappy you can contact the Information Commissioner's Office on the details provided below. They will review your request and assess whether GEL has processed your request in accordance with the legislative requirements laid down in the Freedom of Information Act 2000.

Head office, Information Commissioner's Office, Wycliffe House Water Lane,
Wilmslow, Cheshire, SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number or email on: casework@ico.org.uk

