
STATUTORY INSTRUMENTS

2005 No. 1515

The Re-use of Public Sector Information Regulations 2005

Internal complaints procedure

17.—(1) A public sector body shall establish an internal complaints procedure for determining complaints relating to its actions under these Regulations.

(2) Where a person believes that a public sector body has failed to comply with any requirement of these Regulations, he may complain in writing to the public sector body in accordance with its internal complaints procedure.

(3) A public sector body shall determine any complaint made under paragraph (2) within a reasonable time and thereafter notify the person of its determination without delay.

(4) Notification under paragraph (3) shall be in writing and give reasons for the determination.