
STATUTORY INSTRUMENTS

2015 No. 1415

The Re-use of Public Sector Information Regulations 2015

Internal complaints procedure

17.—(1) A public sector body must establish an internal complaints procedure for determining complaints relating to its compliance with these Regulations.

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

(3) A public sector body must 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) must be in writing and give reasons for the determination.