



**Kent  
Police**



## **YOUR RIGHTS – A SUMMARY**

Kent Police will provide you with personal assistance, if you feel it will be helpful, or if it is felt contact with you will help ensure your requirements are met in an efficient manner. Requests are considered in accordance with the Freedom of Information Act 2000 (the Act) and a decision letter provided within 20 working days, unless there are exceptional circumstances. If such circumstances apply you will be provided with an update. Should Kent Police be unable to comply fully with your request you will be advised why this is the case. If you are unhappy with the decision or the way your request has been handled, you have 40 working days from the date a response is issued to request that Kent Police carry out a review.

Prior to requesting such a review, you are encouraged to discuss the process with the person who dealt with your request. The quickest and easiest way for the decision to be looked at again is to telephone the person named at the end of your decision letter. If you remain dissatisfied you can lodge a formal appeal with Kent Police in writing:

Our email address is: [freedomofinformation@kent.police.uk](mailto:freedomofinformation@kent.police.uk)

Our postal address is:

Freedom of Information  
Information Management  
Maidstone Police Station  
Palace Avenue  
Maidstone  
Kent. ME15 6NF

Kent Police will acknowledge receipt and aim to respond as soon as practicable, in most cases within 20 working days of receipt. If the review will not be completed in this timescale, you will be informed.

### **The Information Commissioner**

If you are still dissatisfied with the decision, you may make application to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit the website at [www.ico.org.uk](http://www.ico.org.uk). Alternatively, phone or write to:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
0303 123 1113

This is available in  
large print on request