



Procedure: Internal Review

Department: IT

Date: Approved October 2016

Review Date: January 2018

Any applicant who is not satisfied with the way their request has been handled should request an internal review. During this process, we will ensure that:

- a new decision is made that is based on all the available evidence, which is relevant to the date of the request, not just a review of the first decision;
- the review is done by someone who did not deal with the request, where possible, and preferably by a more senior member of staff; and
- the outcome of the review takes no longer than 20 working days in most cases, or 40 in exceptional circumstances.

Under the guidelines for internal review according to the section 45 code of practice, please send the following to foi@110percent.io:

- a copy of the original request, showing clearly the date of sending, and the address/person within 110% Ltd to which the request was addressed;
- a copy of the Refusal Notice issued by the Freedom of Information Officer, showing clearly the date of sending;
- copies of any other relevant correspondence (including dates and correspondents involved);
- a statement indicating why you believe your request has not been dealt with in accordance with 110% Ltd.'s obligations under the Freedom of Information Act.

2.0 Monitoring and auditing

This procedure and its implementation will be subject to internal monitoring and auditing, and the outcomes from these processes will inform and improve practices as part of a commitment to continual improvement. 110% Ltd will also undertake appropriate benchmarking and external auditing exercises as may be applicable periodically.

3.0 Associated documents

Please refer to:

- [Data Protection Act 1998](#)
- [Freedom of Information Policy](#)
- [Data Protection Policy](#)

4.0 Review of procedure

This policy will be reviewed at least every two years or when there are significant changes to it.

5.0 Contact list for queries related to this procedure

Freedom of Information Officer

Data Protection Officer

Chief Information Officer

6.0 Authority for this procedure

Senior Management Team