



## PUBLIC SECTOR INFORMATION GUIDANCE NOTE 8: COMPLAINTS PROCESS

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**This explains the need to provide details about the complaints process under the PSI Regulations.**

### **Background**

1. Under Regulation 16 (1) (d) of the PSI Regulations, public sector organisations should publish details of the means of their complaints process.
2. Regulation 17 goes on to say that public sector organisations “shall establish an internal complaints procedure for determining complaints relating to its actions”. It is suggested that all complaints should be handled under your standard complaints process.
3. If the applicant remains unhappy with your investigation of the complaint they may refer the matter to OPSI.

### **Action Required**

4. To cover these various responsibilities we suggest that the following wording is featured on the PSI part of your website.

### **Making a Complaint**

If you are dissatisfied with how your application to re-use public sector information has been handled or any other aspect of how we have implemented the Regulations on the Re-use of Public Sector Information <http://www.opsi.gov.uk/si/si2005/20051515.htm> , you can make a formal complaint through our complaints process. For further details please click here *[insert link]*.

If we have already investigated the complaint and you are unhappy with the outcome you may refer your complaint to the Office of Public Sector Information (OPSI). Further information about complaints under the PSI Regulations can be found on the OPSI website at <http://www.opsi.gov.uk/about/contact-us/complaints/complaints-procedure.htm>