



Your right to information



**How to ask a question
about public services.**

Who we are



We are the **Scottish Information Commissioner**.

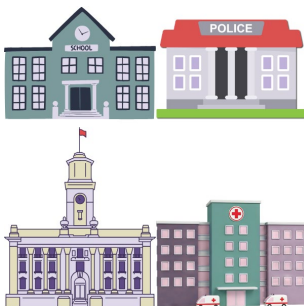


We help people to understand about **Freedom of Information**.

We say **FOI** for short.



FOI is a law that gives you the right to ask for information from **public authorities**.



Public authorities are organisations run by the government. For example:

- NHS hospitals
- Schools
- Police
- Councils.

Your right to see information



Public authorities must share information with the public.

This means things like:



- How much money they get and how they spend it.



- Why they choose to do things. Like why they close a school.



- How good their services are. Like how long you have to wait to see a doctor.



The easiest way to find information is to look on their website.

You might find things like:



- Reports



- Notes from meetings



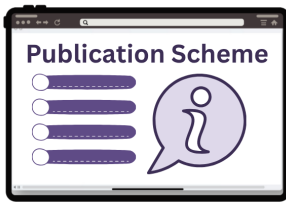
- Information about how they spend their money.



Some public authorities share answers to FOI questions on their websites.



Public authorities must have a **FOI Guide to Information** on their website.



This is sometimes called a **publication scheme**.



It has links to lots of information.
The links help you find what you need.

If you cannot find what you want



Do not worry if you cannot find the information you are looking for.



You can ask the public authority to give you the information you need.



Email or write to the public authority to ask for the information.



If you find writing hard, ask the public authority for help.

Or ask friends, family or support staff.

How long will it take?



Public authorities must answer your questions quickly.



They must reply to you within **20 working days**.

Mon	✓
Tue	✓
Wed	✓
Thu	✓
Fri	✓
Sat	✗
Sun	✗

Working days are days when offices are open.

Not weekends or bank holidays.

What kind of question can you ask?

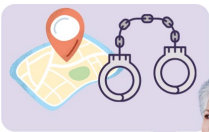


You can ask things like

- How often are the floors cleaned in our hospitals?



- Why is my library closing?



- How much crime is there in my town?



- When is my town getting a new school?

Get help and advice



The public authority **must** help you to ask for information.



They must make it easy for you.

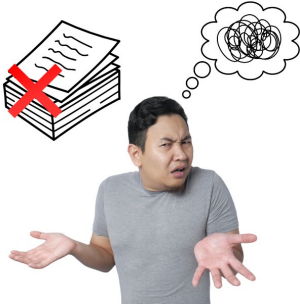


Tell them if you have a disability or find writing hard.



Tell them what help you need.

Your right to good information



The public authority must send you information if they have it.



You can tell them how you need the information.

Like in Easy Read or Braille.



If you do not understand something you can ask them to explain.



The Scottish Information Commissioner can give you help and advice.

Your right to check



A public authority might not give you the information you want.



They should tell you why they cannot give you the information.



If you do not agree, you can ask them to look at it again.



If you are not happy with their answer, you can ask us for help.

How to contact us



Scottish Information
Commissioner

You can contact us for help.



Phone 01334 464610



Email enquiries@foi.scot



Find out more about FOI on our
website www.foi.scot/yourrights



This leaflet was made by
information designers and
experts by experience at
[Go Easy Read.](#)