

Making a request under the Freedom of Information Act 2000 or Environmental Information Regulations 2004 – Customer Guide

Date Issued: March 2020



MK

milton keynes council

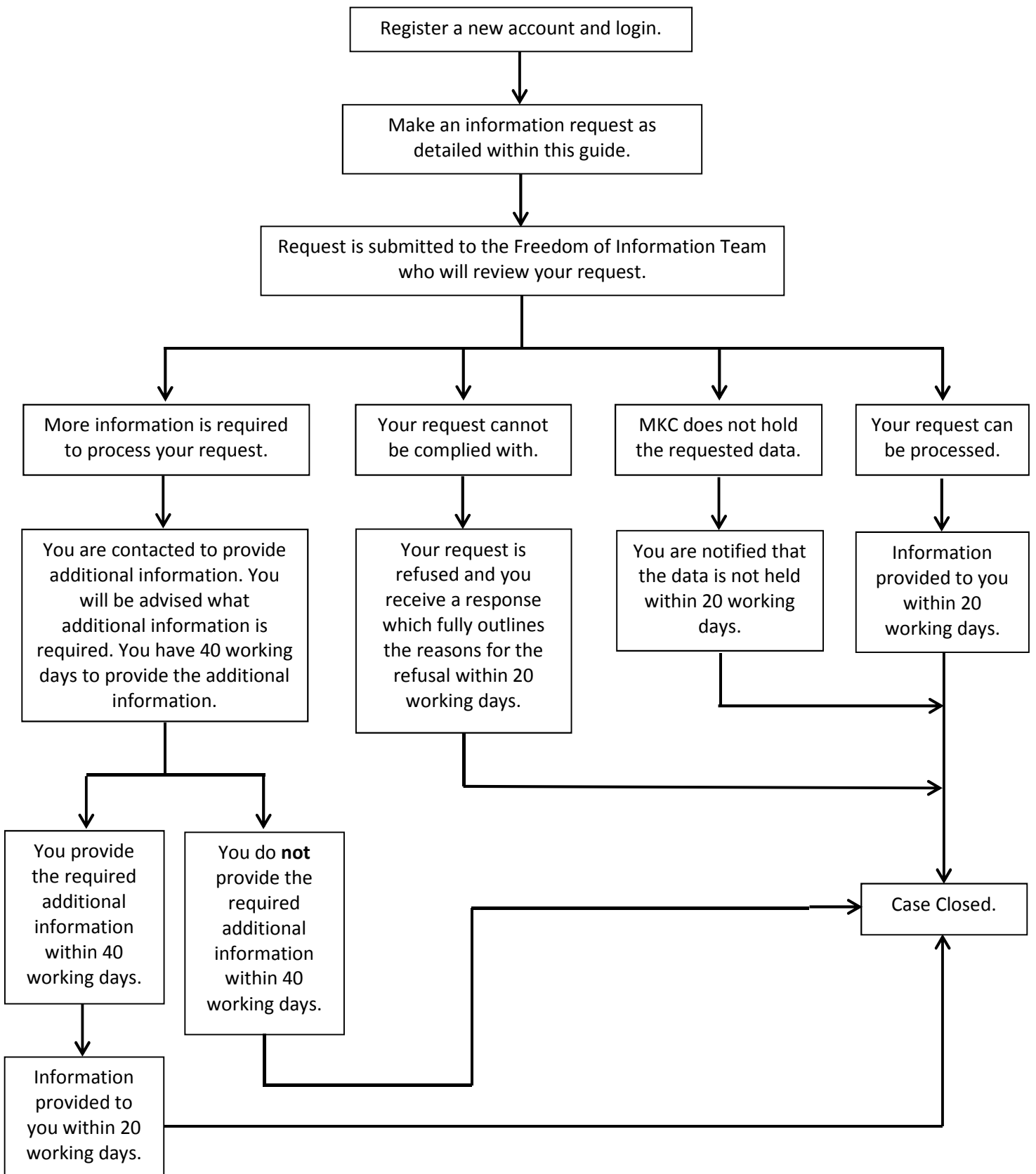


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Information request process

The below process flow is intended to give you an idea of what to expect from the information request process.



Registering a new user

Step 1

Paste the link <https://mycouncil.milton-keynes.gov.uk/> into your web browser. This will take you to the below page, where you should complete the following:

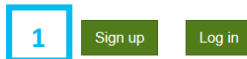


Register for MyCouncil account.

Register for a MyCouncil account today to Request and Apply for services, Report issues or view your Council Tax account.

With an account you can manage your service requests with us. Creating an account saves you time with auto-completion of your contact information when filling out forms and the ability to view a history of your requests.

If would like to access our online services as a guest, go to the 'Services' tab above. If you wish to view your Council Tax account, you will need to register for an account.



- 1 Click "Sign Up".

Step 2

You will now see the below page, where you should complete the following:

Registration

Please enter your email and a password to register for self

A registration form with three input fields. The first field is labeled "Email *" and has a blue box with the number "1" next to it. The second field is labeled "Password *" and has a blue box with the number "2" next to it. The third field is labeled "Confirm Password *" and has a blue box with the number "3" next to it. To the right of the second and third fields are information icons. At the bottom left is a "Cancel" button, and at the bottom right is a "Submit" button with a blue box containing the number "4" next to it.

- 1 Enter your email.
- 2 Enter a new password (you will need to create one).
- 3 Enter the same password just entered in [2] above.
- 4 Click "Submit".

Registering a new user

Step 3

You will now see the below page, where you should complete the following:

Profile Form

Please take the time to update and amend your profile.

Basic details | Address details | Contact details | Equality Information | Overview

Title * 1

First name * 2

Last name * 3

Gender 4

Date of birth 5

6

1 Select your title from the dropdown.

2 Enter your first name.

3 Enter your last name.

4 Click either the “male” or “female”.

5 Enter your date of birth – clicking into the box will bring up a calendar or you can input as dd/mm/yyyy.

6 Click “Next”.

Registering a new user

Step 4

You will now see the below page, where you should complete the following:

Profile Form

Please take the time to update and amend your profile.

[Basic details](#) [Address details](#) [Contact details](#) [Equality Information](#) [Overview](#)

Please enter your postal address **in full** below, supplying as much information as possible.

Postcode / street lookup *

Manually enter address? Yes

[Previous](#) [Cancel](#) [Next](#)

You should complete either 1 or 2 – NOT both

1 Enter your postcode and select your address from the dropdown.

OR

2 Click on the “yes” box to “manually enter address” and manually enter your address in the boxes which will appear.

3 Click “Next”.

Registering a new user

Step 5

You will now see the below page, where you should complete the following:

Profile Form

Please take the time to update and amend your profile.

Basic details Address details **Contact details** Equality Information Overview

Home Phone **1**

Mobile Phone **2**

Email address **3**

4

- 1** Enter your home phone number (optional field).
- 2** Enter your mobile number (optional field).
- 3** Your email address should pre-populate from step 2 however if it does not you should enter it here.
- 4** Click "Next".

Registering a new user

Step 6

You will now see the below page, where you should complete the following:

Profile Form

Please take the time to update and amend your profile.

[Basic details](#) [Address details](#) [Contact details](#) [Equality Information](#) [Overview](#)

We want to make sure we treat everyone fairly and ask for your personal characteristic information to monitor our procedures and ensure we are meeting our obligations under the Equality Act 2010.

To help us to do this, we would like you to answer a few questions. You don't have to answer them and your answers will not affect how we deal with your requests or feedback.

We will keep any information you give us confidential.

Please select your age group

1

18-30

31-50

51-65

66+

Ethnic Origin

2

Select...

Do you consider yourself to have a disability

3

Yes

No

< Previous

✕ Cancel

4

Next >

- 1 Select the button which reflects your age group (optional field).
- 2 Select your ethnic origin from the dropdown (optional field).
- 3 Select the button which reflects if you consider yourself to have a disability or not (optional field).
- 4 Click "Next".

Registering a new user

Step 7

You will now see the below page, where you should complete the following:

Profile Form

Please take the time to update and amend your profile.

1 Review all of the details to ensure they are correct. If any of them are incorrect then you can click back into the various tabs (as circled in red above) and amend as required, then clicking “Next” at the bottom of each tab screen as you go to move through the process as per the previous steps.

2 Enter the password created in Step 2

3 Click “Submit”.

You will see a blue box in the top right corner which will confirm your form is being submitted and you will then be returned to the home page. You will receive an email to confirm you’ve now registered.

End of registration process

[Return to contents page →](#)

Logging in

Step 1

Paste the link <https://mycouncil.milton-keynes.gov.uk/> into your web browser. This will take you to the below page, where you should complete the following:



Register for MyCouncil account.

Register for a MyCouncil account today to Request and Apply for services, Report issues or view your Council Tax account.

With an account you can manage your service requests with us. Creating an account saves you time with auto-completion of your contact information when filling out forms and the ability to view a history of your requests.

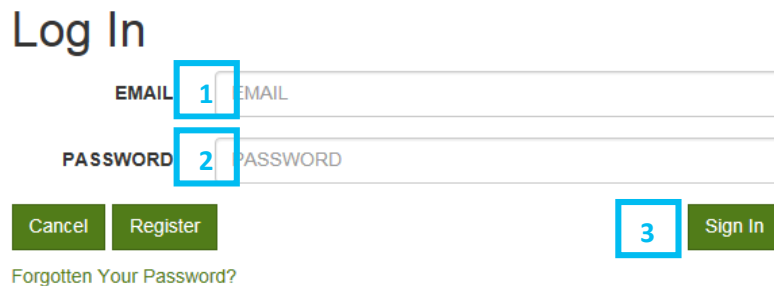
If you would like to access our online services as a guest, go to the 'Services' tab above. If you wish to view your Council Tax account, you will need to register for an account.



1 Click "Log In".

Step 2

You will now see the below page, where you should complete the following:



1 Enter your email address

2 Enter your password

3 Click "Sign In" button

You are now logged in.

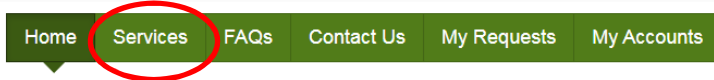
End of logging in Process

Return to
contents page →

Logging a new request

Step 1

Paste the link <https://mycouncil.milton-keynes.gov.uk/> into your web browser and login as per [page 10](#). This will take you to the below page, where you should click “Services” as circled in red below.



Welcome to your MyCouncil Account

To Request and Apply for Services or Report an issue, please use the ‘Services’ tab above.

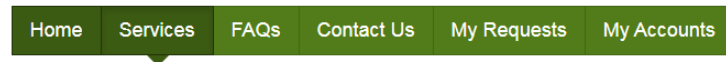
If you want to view the progress of any Requests, Applications or Reports, then use the ‘My Requests’ tab above.

To view your Rent Account use the ‘My Accounts’ tab, you will need to complete a registration process in order to view your Rent Account online. You will need your Rent account reference number to register.

- [Accessibility](#)
 - [Privacy](#)
- [Get Social](#)

Step 2

You will now see the below page, where you should select “Other forms” as circled in red below:



Services

Report It

Report issues to the Council

Request It

Request services from the Council

Apply for It

Apply for services with the Council

Other forms

Other forms

A Abandoned or Sublet Properties
Abandoned Vehicles

D Dead Animals in Public Places
Dumped Rubbish and Abandoned Shopping
Trolleys

E Environmental Crime

F Food Complaints

G Graffiti

H Hazardous Debris on Roads and Broken
Glass
Health and Safety

L Littering, Litter Bins and Dog Fouling

M Missed Collections

N Noise

P Parks, Open Spaces and Play Areas
Pollution
Public Health

R Roads, Footpaths and Redways

S Safeguarding Adults - Alerts
Signs, Bollards and Posts
Street Lighting

Logging a new request

Step 3

You will now see the below page, where you should select “Freedom of Information Request” as circled in red below:

The screenshot shows a navigation menu with 'Home', 'Services', 'FAQs', 'Contact Us', 'My Requests', and 'My Accounts'. Below the menu is a 'Services' section with a search bar and four main service buttons: 'Report It' (Report issues to the Council), 'Request It' (Request services from the Council), 'Apply for It' (Apply for services with the Council), and 'Other forms' (Other forms). Below these buttons is a list of services, with 'Freedom of Information Request' circled in red. Other services listed include 'Milton Keynes Council Current Vacancies', 'My Accounts Registration', and 'My Accounts Registration'.

Step 4

You will now see the below page, where you should complete the following:

Freedom of Information Request

[Before You Begin](#) | [Disclosure Log Search](#)

Before You Begin

1 The Freedom of Information Act (FoIA), passed on 30 November 2000, created a general right of access to all types of recorded information held by English, Welsh and Northern Irish public authorities that are not otherwise covered by the provisions of the Environmental Information Regulations 2004 and the provisions of the Data Protection Act 2018. It also sets out exemptions from that right and places a number of obligations on public authorities.

The FoIA is intended to promote a culture of openness and accountability amongst public authorities and to facilitate better public understanding of how public authorities carry out their duties, why they make the decisions they do and how they spend public money.

If your request relates to personal information this will need to be dealt with under the Data Protection Act. Please [click here](#) to visit our website for further details on requesting your data and to make a Subject Access Request.

[Cancel](#)

2

[Next >](#)

1 Read all of the information.

2 Click “Next”.

Logging a new request

Step 5

You will now see the below page, where you should complete the following:

Freedom of Information Request

[Before You Begin](#)

[Disclosure Log Search](#)

Disclosure Log Search

You can search the Disclosure Log by entering keywords below *

1

Search Results

Please check to see if any existing disclosures answer your query. You can click on a result to bring up further details.

You can change the wording of your search in the text field above in order to bring up alternative search results.

There are currently no existing disclosures which relate to your query. Please proceed with your request

Do any previous disclosures answer your query? *

2

Yes

No

[← Previous](#)

[✕ Cancel](#)

3

[✓ Submit](#)

1 Enter any keywords in relation to the information you are seeking into this blank box. If there are any previous disclosures which might be relevant they will then appear in the area shown by a red circle above. You can then click into them and see the disclosure as a pdf. If there are no relevant disclosures you will see a note to advise this (as per the above example).

2 Select “yes” if the previous disclosures (in the area circled red) answered your query and you will then see the below message.

We are glad your query has already been answered. Please submit the form so that we can keep a record of your query.

Select “no” if the previous disclosures (in the area circled red) **did not** answered your query or if there were no existing disclosures relating to your query.

3 Click “Submit”.

Logging a new request

Step 6

You will now see the below page, where you should complete the following:

Freedom of Information Request

[Before You Begin](#)

[Disclosure Log Search](#)

[Make a Request](#)

[Your Details](#)

Make a Request

Please provide a title to your request *

1

Please provide details of the information you would like to request *

File Edit Insert View Format Tools

Undo Redo Bold Italic Underline Text Color Background Color Link Unlink Font Size Font Color

Verdana Font Sizes

2

Do you want to upload any additional information? *

3

Yes

No

< Previous

✖ Cancel

4

Next >

- 1 Enter a "title" for your request – a brief few words that sums up your request which will make sense to both you and the Freedom of Information team.
- 2 Enter full details of the information you are looking for, including where appropriate the time period the data is requested for. Please be as clear as possible.
- 3 Click "yes" if you would like to upload any additional information (e.g. a document referred to in your request or a template spreadsheet for the response). If you click "yes" then an upload field will appear (as below) where you can upload the additional information. Up to 5 documents can be uploaded.

📎 Upload any supporting evidence you feel will help us by clicking the button below.

Drop files here to upload - [Upload evidence](#)

Uploaded: 0/5

Click "no" if **do not** want to upload any additional information.

- 4 Click "Next".

Logging a new request

Step 7

You will now see the below page, where you should complete the following:

Freedom of Information Request

[Before You Begin](#) [Disclosure Log Search](#) [Make a Request](#) [Your Details](#)

Your Details

Please ensure that the details provided below are correct. Or if you are raising this case anonymously then please provide your contact details.

Below are your contact details pulled through from your Self profile. If they are wrong, please update them via 'My Profile' which can be accessed in the top right hand corner of the screen.

Full name

Email address

1

Phone number

Mobile number

Your address

2

I confirm that the details I have provided are correct.

< Previous

✕ Cancel

3

✔ Submit

1

Your details should appear here. You should double check these are right.

2

If your details are correct then click to tick the box. If the details are incorrect you will need to follow the process for "Amending my details" as [page 27](#).

3

Click "Submit".

You will now see a blue box in the corner to confirm the form is being submitted:

Submitting Form, Please Wait...

Logging a new request

Step 8

You will now see the below page to inform you your request is submitted and an email to confirm your request has been received.

[Home](#)[My Accounts](#)[Services](#)[FAQs](#)[MyRequests V3](#)[Contact Us](#)

Thank you for submitting an information request.

You will receive an acknowledgement email shortly.

Your case reference is FOI-

[Continue >](#)

Your request has now been logged.

End of request logging process.

[Return to
contents page →](#)

Responding to a request for clarification

Step 1

If additional information is required in order to process your request you will receive an email to the email address provided to advise you of this. It will also provide a date by which the information should be provided or the case will be automatically closed.

Dear

Reference: SAR169507902

Further action is required from you in order to progress your recent subject access request. You can provide this information using the link below or by logging in to your MyCouncil account and actioning the task in MyRequests. You can see a brief summary of the information that is required below.

Summary of action required:

You will have until to provide the required information, and you can action this request by going to:

Best regards,

Data Protection Team

Milton Keynes Council

Step 2

Paste the link <https://mycouncil.milton-keynes.gov.uk/> into your web browser and login as per [page 10](#). This will take you to the below page, where you should click “My Requests” as circled in red below.

Home Services FAQs Contact Us **My Requests** My Accounts

Welcome to your MyCouncil Account

To Request and Apply for Services or Report an issue, please use the ‘Services’ tab above.

If you want to view the progress of any Requests, Applications or Reports, then use the ‘My Requests’ tab above.

To view your Rent Account use the ‘My Accounts’ tab, you will need to complete a registration process in order to view your Rent Account online. You will need your Rent account reference number to register.

- Accessibility
- Privacy

Get *Social*

Responding to a request for clarification

Step 3

You will now see a page similar to the below, where you should complete the following:

[Home](#) [My Accounts](#) [Services](#) [FAQs](#) [MyRequests V3](#) [Contact Us](#)

My Requests

Show 10 Filter All Search 1

Case ID	Process	Case Start Date	Case End Date
SAR169280685	Subject Access Request (SAR)	21/01/2020 15:26:17	
FOI-169271754	Freedom of Information Request	21/01/2020 14:53:44	
SAR168556131	Subject Access Request (SAR)	17/01/2020 14:55:13	
FOI-166796499	Freedom of Information Request	09/01/2020 12:00:42	
FOI-166788456	Freedom of Information Request	09/01/2020 11:40:49	

1 Search the reference number provided in the email you received (as circled in red in step 1) into the search bar as circled above. Click “Enter” on your keyboard or the magnifying glass to search.

2 Click on the relevant Case ID.

You have now completed the providing clarification stage.

[Return to contents page →](#)

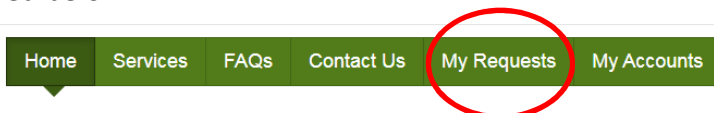
Responding to a request to refine your request

Step 1

If your request is deemed too large to comply with within the limits of the Freedom of Information Act 2000 or manifestly unreasonable under the Environmental Information Regulations 2004 you will receive an email to advise you that you need to take action.

Step 2

Paste the link <https://mycouncil.milton-keynes.gov.uk/> into your web browser and login as per [page 10](#). This will take you to the below page, where you should click “My Requests” as circled in red below.



Welcome to your MyCouncil Account

To Request and Apply for Services or Report an issue, please use the ‘Services’ tab above.

If you want to view the progress of any Requests, Applications or Reports, then use the ‘My Requests’ tab above.

To view your Rent Account use the ‘My Accounts’ tab, you will need to complete a registration process in order to view your Rent Account online. You will need your Rent account reference number to register.

- [Accessibility](#)
 - [Privacy](#)
- [Get Social](#)

Step 3

You will now see a page similar to the below, where you should complete the following:



My Requests

Show 10 Filter All

Search

Case ID	Process	Case Start Date	Case End Date
▶ SAR169280685	Subject Access Request (SAR)	21/01/2020 15:26:17	
▶ FOI-169271754	Freedom of Information Request	21/01/2020 14:53:44	
▶ SAR168556131	Subject Access Request (SAR)	17/01/2020 14:55:13	
▶ FOI-166796499	Freedom of Information Request	09/01/2020 12:00:42	
▶ FOI-166788456	Freedom of Information Request	09/01/2020 11:40:49	

1 Search the reference number provided in the email you received into the search bar as circled above. Click “Enter” on your keyboard or the magnifying glass to search.

2 Click on the relevant Case ID.

Responding to a request to refine your request

Step 4

You will now see a page similar to the below, where you should complete the following:

Excessive Request

Task ID	Start Date	Completed Date	Action
New Task	09/01/2020 11:55:34		<input type="button" value="Continue"/> 1

1 Click "Continue".

Step 5

You will now see a page similar to the below, where you should complete the following:

Excessive Request

Please see the agent's comments below and take action accordingly

Your request has been marked as an excessive request.

You have been offered a refined version of your request which can be answered within the time limit.

If you do not wish to accept the refined version then the case will be closed.

Please review the notes left by the agent and indicate how you would like to continue.

Your Original Request

This request is too long and needs shortening

1

Evidence uploaded

Drop files here to upload -

Test2.pdf

Uploaded: 1/5

Refined Request

Shorter still please

2

Do you wish to continue with your request? *

3

4

Responding to a request to refine your request

- 1 Comments from the Freedom of Information Team will be visible here for you to review.
- 2 A suggested refined request can be viewed here. You may also be given options for refined requests.
- 3 If you have been provided with only one option of a refined request which you are happy to accept, select “Yes”.
If you are not happy to accept the refined request or if you are happy to accept only one of the put forward refined requests then select “No” and then resubmit a new request as per [page 11](#).
- 4 Click “Submit” button.

Step 6

You will now see a message to confirm that your response has been received. If you are accepting a refined request you do not need to take any further action.

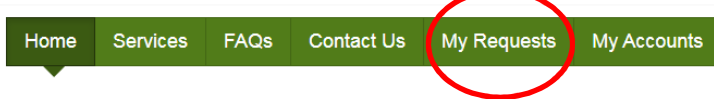
If you have responded “No” but want to resubmit a refined request then please submit a new request as per [page 11](#).

You have now completed the refining of your request stage.

Viewing responses

Step 1

Paste the link <https://mycouncil.milton-keynes.gov.uk/> into your web browser and login as per [page 10](#). This will take you to the below page, where you should click “My Requests” as circled in red below.



Welcome to your MyCouncil Account

To Request and Apply for Services or Report an issue, please use the ‘Services’ tab above.

If you want to view the progress of any Requests, Applications or Reports, then use the ‘My Requests’ tab above.

To view your Rent Account use the ‘My Accounts’ tab, you will need to complete a registration process in order to view your Rent Account online. You will need your Rent account reference number to register.

- [Accessibility](#)
 - [Privacy](#)
- [Get Social](#)

Step 2

You will now see the below page, where you can view each case by clicking on each request within the area circled in red below.



My Requests

Show Filter

Search

Case ID	Process	Case Start Date	Case End Date
▶ SAR169280685	Subject Access Request (SAR)	21/01/2020 15:26:17	
▶ FOI-169271754	Freedom of Information Request	21/01/2020 14:53:44	
▶ SAR168556131	Subject Access Request (SAR)	17/01/2020 14:55:13	
▶ FOI-166796499	Freedom of Information Request	09/01/2020 12:00:42	
▶ FOI-166788456	Freedom of Information Request	09/01/2020 11:40:49	

Viewing responses

You will then see the case specific details, for example:

Case ID	Process	Case Start Date	Case End Date
FOI-174715047	Freedom of Information Request	13/02/2020 16:45:38	

Task ID	Start Date	Completed Date	Action
New Task	13/02/2020 17:44:58		Continue

Task ID	Start Date	Completed Date	Action
FOI-174715047	13/02/2020 16:45:38	13/02/2020 16:45:38	View

By clicking “Continue” (as circled in red above) you can see more details about your request.

End of Process

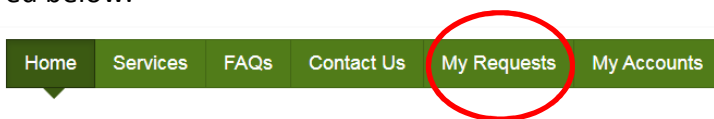
Requesting an internal review

If you are unhappy with the response to your information request you can request an internal review of the request/disclosure within 40 working days of the response being sent.

You cannot make a complaint to the Information Commissioner's Office until our internal review process has been completed.

Step 1

Paste the link <https://mycouncil.milton-keynes.gov.uk/> into your web browser and login as per [page 10](#). This will take you to the below page, where you should click "My Requests" as circled in red below.



Welcome to your MyCouncil Account

To Request and Apply for Services or Report an issue, please use the 'Services' tab above.

If you want to view the progress of any Requests, Applications or Reports, then use the 'My Requests' tab above.

To view your Rent Account use the 'My Accounts' tab, you will need to complete a registration process in order to view your Rent Account online. You will need your Rent account reference number to register.

- [Accessibility](#)
 - [Privacy](#)
- [Get Social](#)

Step 2

You will now see the below page. Click on the relevant request within the area circled in red below.



My Requests

Show Filter

Search

Case ID	Process	Case Start Date	Case End Date
▶ SAR169280685	Subject Access Request (SAR)	21/01/2020 15:26:17	
▶ FOI-169271754	Freedom of Information Request	21/01/2020 14:53:44	
▶ SAR168556131	Subject Access Request (SAR)	17/01/2020 14:55:13	
▶ FOI-166796499	Freedom of Information Request	09/01/2020 12:00:42	
▶ FOI-166788456	Freedom of Information Request	09/01/2020 11:40:49	

Requesting an internal review

Step 3

You will now see the below page. Click “Continue” on the relevant request.

Case ID	Process	Case Start Date	Case End Date
FOI-174715047	Freedom of Information Request	13/02/2020 16:45:38	

Task ID	Start Date	Completed Date	Action
New Task	13/02/2020 17:44:58		Continue

Task ID	Start Date	Completed Date	Action
FOI-174715047	13/02/2020 16:45:38	13/02/2020 16:45:38	View

Step 4

You will now see the below page which shows the response to your request.

Home	My Accounts	Services	FAQs	MyRequests V3	Contact Us
----------------------	-----------------------------	--------------------------	----------------------	-------------------------------	----------------------------

Response to Your Request

If you have a complaint about the handling of your request then you may request an internal review which will be considered as part of Stage 2 of the Council's complaint process. You have 40 working days from the date MKC responded to your request to request an internal review.

Information Request Details

Agent Response

Dear MKC User,

Environmental Information Regulations 2004

Your request for information has now been considered and the information requested is

If you have a complaint about the handling of your request then you may request an internal review within the next 40 working days which will be considered as part of Stage 2 of the Council's complaints procedure.

Requesting an internal review

Step 5

Scroll to the bottom of the page where you will see the below. Click “Yes” as circled in red below.

Would you like to submit your case for internal review? *

Yes No

✕ Cancel

✓ Submit

The below text box will then pop up. Enter as much detail about why you are requesting an internal review / why you are unhappy with the response as possible.

Please explain why you want to submit your case for internal review *

Click “Submit” as circled in red below:

✕ Cancel

✓ Submit

Your request for an internal review has now been submitted and you will receive an acknowledgement email.

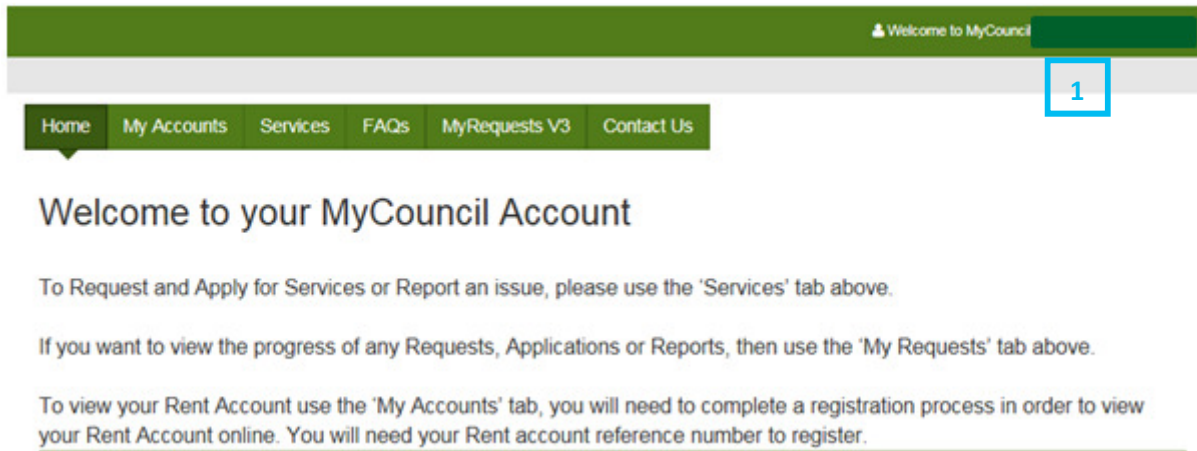
A response to your internal review will be sent to you by email within the next 20 working days.

[Return to contents page →](#)

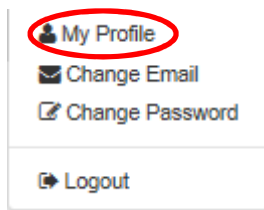
Amending my details

Step 1

Paste the link <https://mycouncil.milton-keynes.gov.uk/> into your web browser and login as per [page 10](#). This will take you to the below page, where you should complete the following:



1 Click on your name and the below drop down will appear – click “My Profile” as circled below.



Step 2

You will now see a page similar to the below but with your details.

1 Click into the relevant box that you want to amend the information for. If you don't want to amend any of the information on this page move to (2).

2 Click “Next”.

Amending my details

Step 3

You will now see a page similar to the below but with your details.

Profile Form

Please take the time to update and amend your profile.

Basic details Address details Contact details Equality Information Overview

Do you want to change your address? *

Yes

No

1



Postal address:

< Previous

✕ Cancel

2

Next >

1

Click “yes” or “no” for if you want to amend your address. If you click “no” move to (2). If you click “yes” additional boxes will appear for you to either search your postcode or enter your address manually (as for when you first registered).

2

Click “Next”.

Step 4

You will now see a page similar to the below but with your details.

Profile Form

Please take the time to update and amend your profile.

Basic details Address details Contact details Equality Information Overview

Home Phone



Mobile Phone

1



Email address



< Previous

✕ Cancel

2

Next >

1

Click into the relevant box that you want to amend the information for. If you don’t want to amend any of the information on this page move to (2).

2

Click “Next”.

Amending my details

Step 5

You will now see a page similar to the below but with your details.

Profile Form

Please take the time to update and amend your profile.

[Basic details](#) [Address details](#) [Contact details](#) [Equality Information](#) [Overview](#)

We want to make sure we treat everyone fairly and ask for your personal characteristic information to monitor our procedures and ensure we are meeting our obligations under the Equality Act 2010.

To help us to do this, we would like you to answer a few questions. You don't have to answer them and your answers will not affect how we deal with your requests or feedback.

We will keep any information you give us confidential.

Please select your age group

18-30

31-50

51-65

66+

Ethnic Origin

1

Select...



Do you consider yourself to have a disability

Yes

No

< Previous

✕ Cancel

2

Next >

1 Click into the relevant box that you want to amend the information for. If you don't want to amend any of the information on this page move to (2).

2 Click "Next".

Amending my details

Step 6

You will now see a page similar to the below but with your details.

Profile Form

Please take the time to update and amend your profile.

Basic details Address details Contact details Equality Information Overview

Before saving your profile, please take a moment to check that everything is correct

Full name:

Date of Birth:

Gender:

1

Male Female

Phone number:

Mobile_Number:

Email address:

Postal address:

< Previous * Cancel

2 ✓ Submit

1 Review all of the details to ensure they are correct. If any of them are incorrect then you can click back into the various tabs (as circled in red above) and amend as required, then clicking “Next” on each tab screen as you go to move through the process as per the previous steps.

2 Click “Submit” button.

End of details amendment process

Return to
contents page →

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