



Process Flow: Information Request

Step 1: Request Received

Requester submits request in writing (Form ATI 1 or any written form). IAO acknowledges in Form ATI 2 and records in the ATI Register.

Step 2: Assessment (within 21 days)

IAO reviews request: Is information publicly available? Does it require transfer? Does any exemption apply? Is consultation needed?

Step 3: Communicated Decision

IAO communicates decision in Form ATI 2: grant (with fee details if applicable), grant in edited form, defer (with expected date), or decline (with reasons and right to review).

Step 4: Access Provided

Upon payment (if any), access provided immediately or within 2 working days.

Step 5: Review (if needed)

Aggrieved requester may apply to Commission within 30 days using Form ATI 6. CMA cooperates with Commission review. Appeals to High Court within 21 days of Commission decision.