# To help you write your complaint - How to ask for copies of your AtW Records and AtW Documents

You may feel that it would help to see the records that AtW have about your case, and their decision.

You can also ask for a copy of your AtW records using the Data Protection Act (DPA). This is called a Subject Access Request. You may want to ask for all the papers which should be in their records relating to:

* their decision,
* appeal
* any hand written notes
* form AtW2, to check that they have listed the pros and cons (the good and bad things) about recruiting a staff interpreter or just booking freelance interpreters. (AtW 225)

**For example, if they haven’t done form AtW2, this may be evidence that they have not fully considered the pros and cons (the good things and bad things) about each of option.**

Remind AtW that they must send your records in 40 days. You can find out more, and download a standard letter that you can use on their website. <http://www.ico.org.uk/for_the_public/personal_information>

If AtW refuse to send you your records, or take more than 40 days, complain to the Information Commissioner (ICO) about this. (You can find out how to complain to the ICO here - <http://www.ico.org.uk/complaints>).

If you want to see AtW documents, for example their Guidance, or policies they say they are following when they make their decision, then write to them and ask for them to send you a copy as a Freedom of Information (FOI) request. Make sure you describe all the documents you want in detail. They may charge you for photocopying, but should send it within 20 days. More information here: <https://www.gov.uk/make-a-freedom-of-information-request/how-to-make-an-foi-request>