

**Grantholder:** Professor Patrick Dunleavy

**Institution:** London School of Economics

**Project Title:** Information redress processes and administrative justice in the UK/England

**Amount awarded:** £60,044

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**Project Summary:**

This project examines information redress processes in the UK and England. For citizens who are attempting to put right what they see as wrong decisions made by government departments, agencies, and local authorities or NHS bodies, the process can be difficult, stressful, complicated and long. Especially in the very earliest stages, access to information about how to complain, seek and internal review of a decision that seems wrong, or appeal that decision through the administrative justice system is likely to be a critical influence on whether or not potential seekers of redress successfully activate their rights. The first theme of this research is therefore why initial information, early case handling and active case progression matter for administrative justice. The second theme looks at how information-seeking in the 'digital era' has changed the process of initiating redress.