Process for Dealing with Requests for Information

DAY 0
Request for Information received by SGUL
20 DAY CLOCK BEGINS THE NEXT DAY

All requests to be sent immediately to Sheila Durkin, Governance Manager in GLAS. sdurkin@sgul.ac.uk. Does request relate to Kingston University and the Faculty of Health and Social Care and Education (FHSCE)?

YES

Request will be redirected to Manjit Benning, Chief Operating Officer in FHSCE m.benning@sgul.kingston.ac.uk who will liaise with Kingston University on formal KU responses.

ENDS

NO

Staff contacted in relevant department/s for information that has been requested. Is the request straightforward?

NO

Additional casework

- Meetings with relevant staff
- Advise on exemptions applicable
- Structure Refusal Notices
- Carry out a Public Interest Test
- Advise External Relations
- Advise The Principal
- Advise Chief Operating Officer

YES

Respond within 20 working days of receipt of request. Any complaints?

YES

Requester invited to Appeal directly to the Chief Operating Officer for an internal review of decision. Appeal resolved?

NO

Requester directed to the Office of the Information Commissioner (ICO) to appeal SGUL decision

http://www.ico.gov.uk/complaints/freedom_of_information_.aspx

ICO decision notices / fines / tribunal first tier, tribunal second tier, reputational risks

YES

ENDS

NO

ENDS

Follow-up actions:

- GLAS manages communications with FOI requesters and the Information Commissioner
- GLAS collates institutional FOI statistics and manages the publication scheme
- All Staff maintain records of FOI responses to reduce duplication of work on similar requests.

Once disclosed information is published on SGUL website and permanently in the public domain