



REQUESTS FOR INFORMATION POLICY

Introduction

The Freedom of Information (FOI) Act 2000 was introduced to encourage public organisations to publish more information proactively and develop a greater culture of openness. The Act gives a general right of access to information held by the Community Council, subject to certain exemptions outlined in the Act. It applies to information that is held electronically and on paper

The Council will continue to deal with routine requests for information as it does currently.

Policy Statement

Members of the public have a general right of access to information held by the Council. This means that they have the following rights:

- To be told whether or not the information is held by the Council, and if it is
- To have the information communicated to them.

We aim to be totally transparent in our dealings with the supply of information to the public.

Procedure for Dealing with Requests for Information

There are certain exemptions and limitations on this general right, but just because a document is marked "Confidential" does not automatically mean that it is exempt information, but it may be covered by certain exemptions. Each case will be dealt with on its merits.

Requests for information must be in writing, must give the applicant's name and return address and must describe the information requested in such a way that the Council is able to locate it. A written request includes e-mail.

All written requests for information will be logged and recorded. Receipt will be acknowledged within 5 working days, but, if it is possible to respond with the information requested, this will be done instead. If further information is required in order to locate the information requested, this will be undertaken as quickly as possible. All correspondence, phone calls, e-mails etc., that follow the original request will be recorded.

The Council has **20 working days** in which to deal with a request for information. If it is not clear what information is required, the 20-day period does not begin until clarification is received from the applicant as to exactly what is required.

A charge will be made for the photocopying of information covered by the Model Publication Scheme as follows:

10p per single A4 size

25p per single A3 size

Additionally, postage will be charged at cost.

All other requested will be subject to a flat rate charge of £10 to cover administration costs in addition to:

10p per single A4 size

25p per single A3 size

Additionally, postage will be charged at cost.

If the cost of finding, sorting and editing the information requested is more than £450.00 then, under the Act, the Council does not have to provide the information.

Any requests for information will be passed to the Clerk to deal with under the FOI Act. The Clerk holds a certain amount of guidance on dealing with requests, but it may be necessary that further specific guidance will be required from One Voice Wales. The Data Protection Act covers certain personal information.

The applicant will be kept informed at all stages of the process of supplying the information requested, particularly if it is a complex request, when guidance may have to be sought from other agencies.

Appeal Process

If the information requested cannot be supplied, the reasons for this will be communicated to the applicant. The applicant has the right of appeal against the refusal in accordance with the Council's Complaints Procedure.