



Freedom of Information – Guidance Notes for Making a Request

Policy Area: General Corporate

Policy Lead: Chief Operating Officer

Approved By: Executive

Date of Approval: July 2021

Contents

1. How do I make a Freedom of Information (FOI) request?.....	2
2. What information can I request?.....	2
3. Before you make a request.....	2
4. What information should I include in my request?	2
5. When will I receive the information requested?	3
6. Will there be a cost?	3
7. Copyright.....	3
8. Will I always get the information I ask for?	3
9. Can I complain if my request is refused or I am dissatisfied with the way it has been handled? ..	3

1. How do I make a Freedom of Information (FOI) request?

You will need to put your request in writing, by email or letter.

For email, please contact FOI@escg.ac.uk.

By letter, please contact:
Freedom of Information
East Sussex College
Cross Levels Way
Eastbourne
East Sussex
BN21 2UF

2. What information can I request?

You can ask for any information that you think the college may hold, i.e. information that is held on computers, in emails and in printed/handwritten documents, as well as images, video and audio recordings.

3. Before you make a request

You might not need to make an FOI request to get the information. For example, is the information already available on the college's website?

The aim of the [Freedom of Information Act 2000](#) is to make information available to the general public. You can only obtain information that would be given to anybody who asked for it, or would be suitable for the general public to see.

Please think about your request objectively. Your request will be much more effective if it is clear, specific and focused.

4. What information should I include in my request?

You should include:

- Your name
- A contact address – email or postal
- A detailed description of the information you are requesting, for example you may want all information held on a subject, or just a summary. You do not need to say why you want the information
- If writing, please ensure the letter is dated and keep a copy.

You can request a response in a particular format that is accessible to you, such as:

- Paper or electronic copies
- Audio format
- Large print
- Braille

5. When will I receive the information requested?

You will receive an acknowledgement of your request and should receive the information within 20 working days. If further time is needed, the college will let you know when to expect the information.

6. Will there be a cost?

Most requests are free but you may be asked to pay a nominal fee for photocopies and/or postage (this is known as 'disbursements'). The college will let you know if this is the case.

7. Copyright

Please check the copyright status of information you receive if you plan to reproduce it.

8. Will I always get the information I ask for?

The Freedom of Information Act recognises that some sensitive information is not available to members of the public. If this is the case, the college will tell you why it cannot give you all or some of the information. It may be that you need to be more specific so that the college can provide just the information you need.

The college can also refuse FOI requests if it will cost more than £450 to find and extract the information.

In addition, the Freedom of Information Act does not provide the right of access to personal information about yourself. This is instead available under the [Data Protection Act 2018](#), is subject to certain exemptions and is known as a subject access request. Please see the college's GDPR Policy, also available on the website, for further information.

9. Can I complain if my request is refused or I am dissatisfied with the way it has been handled?

If the college does not provide you with the information you request, you can ask for the decision to be reviewed. Please do this as soon as possible and within two months of receiving the original response.

If you are still not satisfied you can complain to the Information Commissioner's Office (ICO):

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Online: [ICO – make a complaint](#)

Tel: 0303 123 1113