



## WEST MERCIA PCC: DISCLOSURE LOG RESPONSE TO REQUEST

Reference: 2018 – 176/WE-824  
Date of Response: 25<sup>th</sup> October 2018

### FREEDOM OF INFORMATION ACT 2000 – FURTHER INFORMATION REQUEST.

#### Freedom of Information Request.

#### FOI Request.

FOI Request.

1 Do you have any guidance or policy for the public or service users to record calls when they speak to your staff

or call centres Do you Inform Users they can record. If the answer is no what is the reason for this please.

2 if You have a Unacceptable Behaviour Policy and Procedure can you tell me if one of these are to object to telephone calls being recorded by the caller due to it being not necessary or unwanted or indeed the staff member feels threatened can you explain why you would have such Unacceptable Behaviour Policy and Procedure that goes against current uk law.

3 Are your staff the majority of them who answer public calls or when meeting a member of public are staff aware of the policies and the laws ref telephone recordings using the relevant laws laid down by legislation. if the answer is no why not.

4 If you have no policy advice or framework for the above will you develop a policy etc.

Will you encourage the public to record a 2 way conversation if the answer is no why not.

5 What are your organizations views on charging the public in foi requests and data protection and subject access requests should their information request be free.

### Complaints

If you think that the Police and Crime Commissioner has failed to supply information in accordance with the publication scheme, then you should write in the first instance, to the:

Chief Executive, OPCC – West Mercia, Hindlip Hall, Worcester. WR3 8SP

The PCC will aim to deal with your complaint within 10 working days. If you are dissatisfied with the response you can ask for the matter to be internally reviewed. Internal reviews will be completed promptly and a response given to you within 20 working days of your further request.

If, after the internal review, you remain dissatisfied, then you can complain to the Information Commissioner (Office of the Information Commissioner), Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF).

What happens in a situation a benefit claimant or non waged person needs information what do you do to help them or someone who has no spare income.

Is it fair if the public record you then they should charge you for a copy of the recording or video the same fee you charge them.

Any tips and comments will help the public understand the uks public servants and business policies ref this subject.

6 What do you do and what is your policy when a serious complaint against a staff member is made when a person complains about wrong doing

and has evidence of foul play in your organization will you accept covertly or permission based Audio or video evidence in the case.

Do you Fully investigate under public interest laws and take note of any criminal charges.

if the answer is no why not.

The Public need to record all calls too many lies now its time for honesty.

Your comments please [freedomtalkradio2013@gmail.com](mailto:freedomtalkradio2013@gmail.com)

## **Response.**

Dear Sir,

In response to your Freedom of Information request dated 5<sup>th</sup> October 2018, I would like to draw your attention to the following:

The Freedom of Information Act is a piece of legislation which quite rightly opens up public authorities to greater scrutiny and accountability.

Under the provision of the Act an authority must process a request in writing from a named applicant under the terms and conditions of the legislation. Whilst giving maximum support to individuals genuinely seeking to exercise the right to know, the Commissioner's general approach will be sympathetic towards authorities where requests can be characterised as being part of a campaign. Therefore, with regard to this request we are issuing a Section 14 (1) Vexatious Refusal Notice. Please be aware that any future requests asking for the same information and from the same named individuals will attract this exemption.

Yours sincerely,

**FOI Officer**

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