

How to respond to a request for information

IN ALL CASES THE HR MANAGER SHOULD BE MADE AWARE OF THE REQUEST IMMEDIATELY

1. Ensure that the request is received in writing, (including e-mail) and has contact details on for the information to be sent to.
2. Once written request receive write/stamp date received on top so that anyone processing the request knows how long of the 20 working days is left (excludes bank holidays and weekends).
3. Find the right person to deal with the request straight away. Once you are sure the right person is identified and in College (i.e. not on 3 weeks holiday/sabbatical) forward the written request. Deal with the request. Make sure any exempt information is blacked out from the final document. NOTE; Remember that if you black out information using Microsoft word and send the document electronically the recipient will be able to reverse the blacking! Either print out information or send in a different electronic format, i.e. PDF.
4. Also, if photocopying the material make sure once blacked out it is photocopied again so that the exempt information cannot be seen through.
5. Send out information to recipient. If information is blacked out explain briefly why i.e. which exemption.

