

## How We Handle Freedom of Information Requests

When we receive your request for information under the Freedom of Information (Scotland) Act we will consider the content of the request and if it meets the criteria for reply we will handle it according to the Act.

If your request is for information outside FOI(S)A we will progress the reply as a general enquiry.

When we receive your freedom of information request by e-mail or letter, we will transfer all the details about the request to a freedom of information database. These details include:

- the date when the request is received
- when the request is due for reply
- details about where we send the reply
- details about the requested format required

If we need further details from you to clarify what information you need, we will contact you.

Once we know exactly what information you need, your request will be sent to the correct offices for reply. Sometimes more than one office will be involved.

When the information you have asked for has been prepared, it will be e-mailed or sent to you in hard copy depending on the format you have asked for.

We welcome feedback on how you think we've handled your request and so our reply letters always ask for your comments.

We may not be able to provide all of the information you have asked for and if this happens, we will always explain why. Some of the reasons can be because:

- the information is already available on our website or via our [Publication Scheme](#)

If this is the case we will explain where the information is located.

- We don't hold the information

If we don't hold the information and we know which organisation is likely to have it, we will provide you with contact details.

- the information requested is very extensive

We will explain why the reply to your request will be very extensive and try to provide other alternatives which will provide some of the information you have asked for.

- we are using one of the exemptions in FOI(S)A

FOISA recognises that some information attracts an exemption. If we use an exemption we will explain what exemption we are using and why we are using it. This information will be provided in a refusal notice.

### **How we handle environmental information requests**

Requests for environmental information are handled according to the Environmental Information Regulations rather than FOI(S)A. The provisions for environmental information are therefore slightly different:

- Requests for environmental information can be made verbally
- Environmental information can only be withheld on the basis of the exceptions in the Regulations
- Though the deadline for response is normally 20 days, we can extend this up to 40 working days if a request is complex or involves large amounts of information

### **Review**

If you are dissatisfied with the way in which we have dealt with your request for information, you can ask us to review our decision and actions. You must do this in writing (or other permanent form) within 40 working days of the date of this letter, stating the reasons for your dissatisfaction, and we will respond within 20 working days of receipt. A request for a review should be made to the FOI Specialist:

Post           Head of Information Governance  
                  Scottish Parliament  
                  Edinburgh  
                  EH99 1SP

Telephone 0131 348 6913 (Text Relay calls  
                  welcome)

Textphone 0131 348 3415

Fax            0131 348 5050

Email         [foi.officer@parliament.scot](mailto:foi.officer@parliament.scot)

### **Application to the Scottish Information Commissioner**

If, on the outcome of any review, you are still dissatisfied, or if we are unable to resolve any other complaint, then you can contact the Scottish Information Commissioner:

Post Scottish Information  
Commissioner  
Kinburn Castle  
Doubledykes Rd  
St Andrews  
KY16 9DS

Telephone 01334 464610

Fax 01334 464611

Email [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

Website [www.itspublicknowledge.info](http://www.itspublicknowledge.info)