



CATALYST
ACADEMIES TRUST

Freedom of Information Policy

Approved by: Catalyst Academies Trust

Last reviewed: June 2022

1. Introduction

Catalyst Academies Trust (“CAT”) is committed to the Freedom of Information Act 2000 (“FOIA”) which came into force on 1 January 2005 and which applies to Academies with effect from 1 January 2011.

Catalyst Academies Trust is committed to the principles of accountability and the general right of access to information, subject to legal exemptions. This policy outlines its framework for managing requests. Under the Freedom of Information Act 2000, any person has a legal right to ask for access to information held by CAT. They are entitled to be told whether CAT holds the information, and to receive a copy, subject to certain exemptions. CAT is under a duty to provide advice and assistance to individuals making requests under the FOIA.

The information which CAT routinely makes available to the public is included in CAT FOIA Publication Scheme. Requests for other information are dealt with in accordance with statutory guidance. While the Act assumes openness, it recognises that certain information is sensitive. There are exemptions to protect this information.

The Act is fully retrospective, so that any past records which CAT hold are covered by the Act. It is an offense to wilfully conceal, damage or destroy information in order to avoid responding to an enquiry, so it is important that no records that are the subject of an enquiry are amended or destroyed.

Requests received under the FOIA could be addressed to anyone employed by CAT. However, all requests for information received should be referred to the CEO, who will decide firstly if the request is an FOIA request and secondly how it is to be dealt with and by whom. Staff need to be aware of the process for dealing with requests. Requests must be made in writing, (which can include email), and should include the enquirers name and correspondence address, and state what information they require. They do not have to mention the Act, nor do they have to say why they want the information. There is a duty to respond to all requests, telling the enquirer whether or not the information is held, and supplying any information that is held, except where exemptions apply. There is no need create information which doesn't exist in order to respond to an enquiry. There is a time limit of 20 working days for responding to the request.

2. Scope

Requests for personal data are covered by the Data Protection Act. Individuals can request to see what information CAT holds about them. This is known as a Subject Access Request, and must be dealt with accordingly.

Requests for information about anything relating to the environment – such as air, water, land, the natural world or the built environment and any factor or measure affecting these – are covered by the Environmental Information Regulations (“EIR”). Requests under the EIR are dealt with in the same way as those under the FOIA, but they can be verbal.

3. Associated documents:

The following documents have relevance to this policy:

- Catalyst Academies Trust FOIA Publication Scheme
- Catalyst Academies Trust Data Protection Policy

4. Procedure

4.1. Obligations and duties

The Catalyst Academies Trust Board of Directors recognises its duty to provide advice and assistance to anyone requesting information. CAT will respond to straightforward verbal requests for information and will help enquirers to put more complex verbal requests into writing so that they can be handled under the FOIA.

The Catalyst Academies Trust Board of Directors recognises its duty to tell enquirers whether or not it holds the information they are requesting (the duty to confirm or deny), and provide access to the information CAT holds in accordance with the procedures laid down in Appendix 1.

4.2. Publication scheme

CAT has created a Publication Scheme derived from the Model Publication Scheme for Academies approved by the Information Commissioner.

The Publication Scheme and the materials it covers will be readily available from the CEO and from CAT website.

4.3. Dealing with requests

CAT will respond to all requests in accordance with the procedures in Appendix 1 and will ensure that staff are aware of the procedures.

4.4. Exemptions

Certain information is subject to either absolute or qualified exemptions. The exemptions are listed in Appendix 2.

When CAT wishes to apply a qualified exemption to a request, it will invoke the public interest test procedures to determine if public interest in applying the exemption outweighs the public interest in disclosing the information.

CAT will maintain a register of requests where it has refused to supply information, and the reasons for the refusal. The register will be retained for 5 years from the date of the request.

4.5. Public interest test

Unless it is in the public interest to withhold information, it has to be released. We will apply the Public Interest Test before any qualified exemptions are applied.

For further details on applying the Public Interest Test see Appendix 3.

4.6. Charging

CAT reserves the right to charge a fee for complying with requests for information under FOIA, other than information available through its website. The fees are calculated according to FOIA regulations, (see Appendix 4) and the person notified of the charge before the information is supplied.

4.7. Responsibilities

The Catalyst Academies Trust Board of Directors has delegated responsibility for day-to-day compliance with the FOIA to the CEO.

4.8. Complaints

Any comments or complaints in relation to requests made under the FOIA, will be dealt with by the CEO. The outcome of the complaint review will be communicated to the complainant within 20 working days.

If, after investigation, the original reply to the request is unchanged, the complainant will be informed of their right to appeal to the Information Commissioner's Office.

Appeals should be made in writing to the Information Commissioner's Office at:

*FOI/EIR Complaints Resolution,
Information Commissioner's Office Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF*

4.9. Records:

Record	Minimum retention time	Disposal authority
Register of Requests	Five Years	CEO
Original Written Requests	Five Years	CEO
Response to Requests	Five Years	CEO
Correspondence Related to Freedom of Information Requests	Five Years	CEO

Appendices to this policy:

Appendix 1 - Procedures for Dealing with Requests

Appendix 2 - Exemptions

Appendix 3 - Applying the Public Interest Test

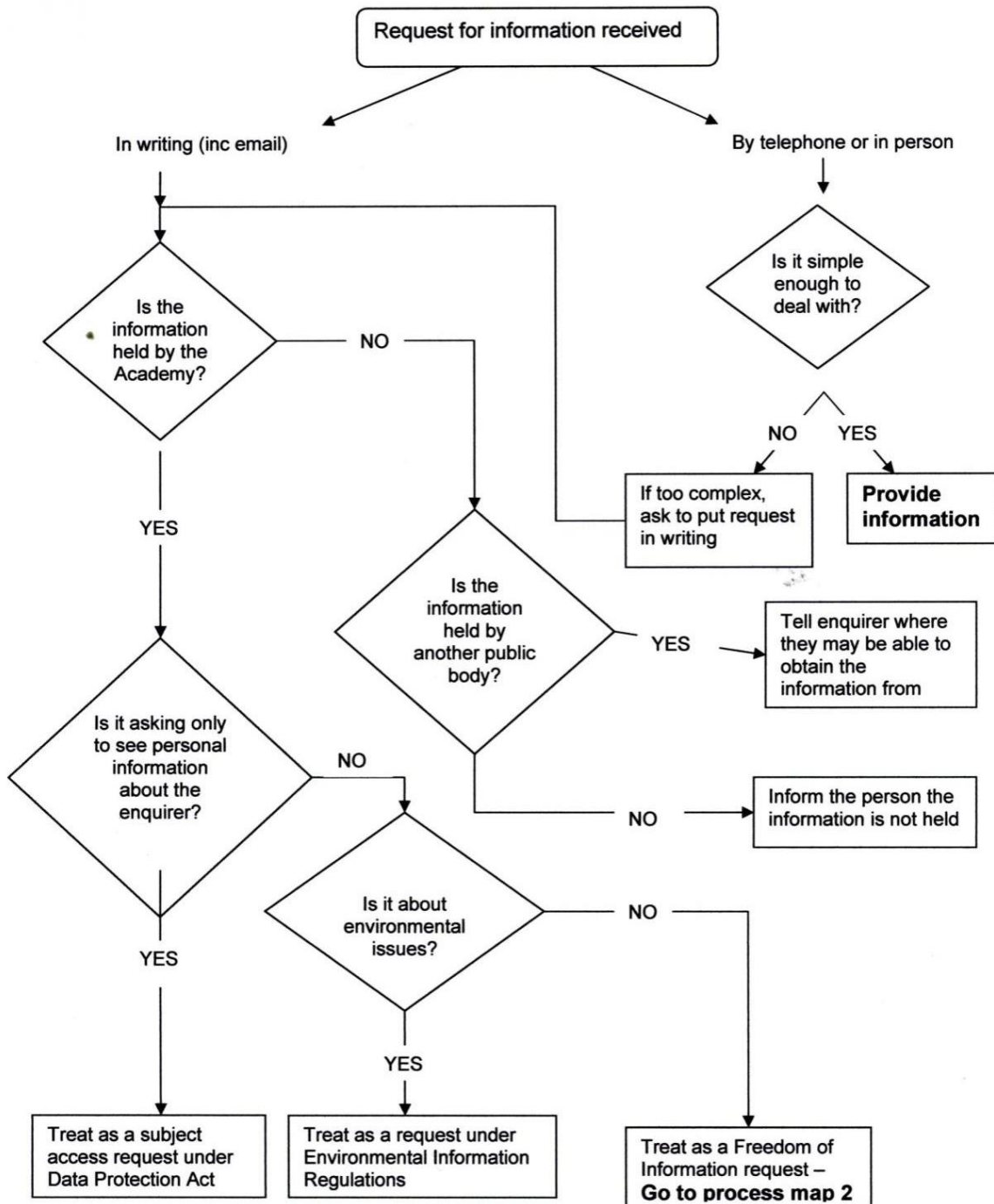
Appendix 4 - Charging

Appendix 5 – Standard Letters

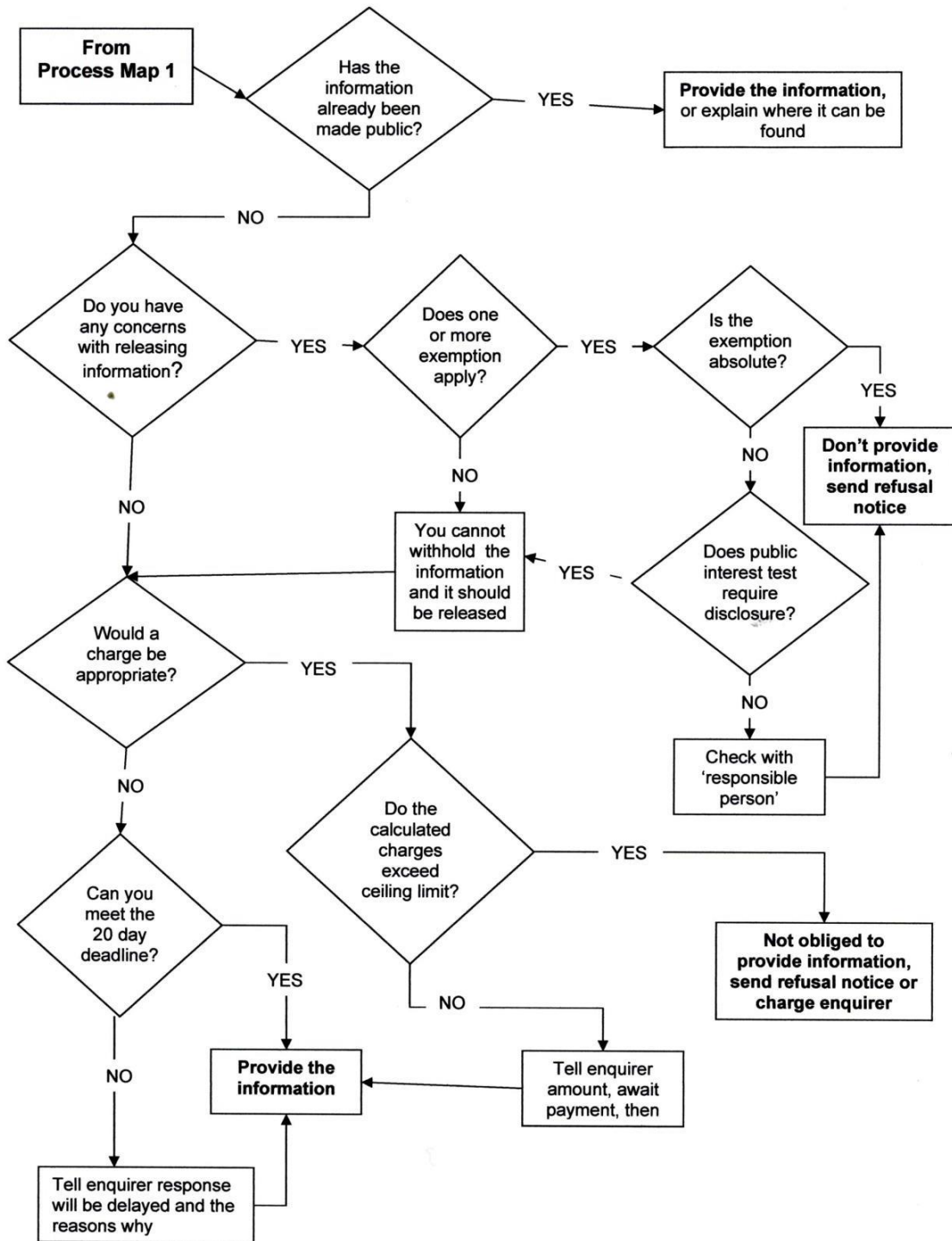
5. Policy Review

This policy will be kept under review in order to keep it in line with relevant legislation and modifications authorised in line with the authorisation and issue process.

1 PROCESS MAP FOR RECEIVING REQUESTS FOR INFORMATION



2 PROCESS MAP FOR HANDLING FOI ENQUIRIES



CAT will consider the following points when receiving a request for information:

Is this a valid FOI request for information?

An FOI request should:

- Be in writing, including email or fax – (a);
- State the enquirer’s name and correspondence address (email addresses are sufficient);
- Describe the information requested – there must be enough information to be able to identify and locate the information – (b); and
- Not be covered by one of the other pieces of legislation.

Has the information requested already been made public?

If the information requested is already in the public domain, for instance through the Publication Scheme, we will direct the enquirer to the information and explain how to access it.

Is the request vexatious or manifestly unreasonable or repeated?

The Act states that there is no obligation to comply with vexatious requests. This is taken to mean a request which is designed to cause inconvenience, harassment, or expense, rather than to obtain information, and would require substantial diversion of resources or would otherwise undermine the work of CAT.

We do not have to comply with repeated identical or substantially similar requests from the same applicant unless a reasonable interval has elapsed between requests.

Could a third party’s interests be affected by disclosure?

Consultation of third parties may be required if their interests could be affected by the release of the information, and any such consultation may influence the decision. We do not need to consult where we are not going to disclose the information because we are applying an exemption.

Is the request for personal information about the applicant?

Personal information requested by the subject of that information is exempt under the FOI Act as such information is covered by the Data Protection Act. Individuals must make a “subject access request” under the Data Protection Act if they wish to access information about themselves. The CAT Data Protection Policy gives further details.

What is the cost of providing the information requested?

The Act allows governing bodies to charge for providing information. Details can be found in Appendix 4.

If CAT makes the decision to charge, the enquirer will be a fees notice, and CAT do not have to comply with the request until the fee has been paid. See Appendix 4.

Is there a time limit for replying to the enquirer?

Compliance with a request must be prompt and within the prescribed limit of 20 working days of the date of receipt, the response time starts from the time the request is received.

Where the enquirer has been asked for more information, the start time begins when this further information has been received.

Where we have notified the enquirer that a charge is to be made, the time period stops until payment is received and then resumes once payment has been received.

What action is required to refuse a request?

If the information is not to be provided, the person dealing with the request must immediately contact the CEO to ensure that the case has been properly considered and the reasons for refusal are sound. If it is decided to refuse a request, a refusal notice will be sent, which must contain:

- a) The fact that the responsible person cannot provide the information asked for;
- b) Which exemption we are claiming to apply;
- c) Why the exemption applies to this enquiry if it is not self-evident;
- d) The reasons for refusal if based on cost of compliance (see Appendix 4);
- e) In the case of non-absolute exemptions, how we have applied the public interest test, specifying the public interest factors taken into account before reaching the decision (see Appendix 3);
- f) Reasons for refusal on vexatious or repeated grounds
- g) Details of the internal complaints procedure.

The responsible person will keep a record of all enquiries where all or part of the requested information is withheld and exemptions are claimed. The record must include the reasons for the decision to withhold the information. Records are to be retained for five years.

What do we do if someone complains?

Any written expression of dissatisfaction should be forwarded to the CEO who will conduct a review of how the request has been dealt with and of the information provided or, if the request has been refused, of the reasons for refusal. The results of the Principal's review should be communicated to the enquirer within 20 working days. CAT will maintain records of all complaints and their outcomes.

Should the individual wish to appeal this should be directed to:

FOI Compliance Team (Complaints),
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF

Exemptions

Although decisions on disclosure should be made on a presumption of openness, the FOIA recognises the need to preserve confidentiality and protect sensitive material in some circumstances.

CAT will not withhold information in response to a valid request unless one of the following applies:

- An exemption to disclose, or
- The information sought is not held, or
- The request is considered vexatious or repeated, or
- The cost of compliance exceeds the cost limit (see Appendix 4)

A series of exemptions are set out in the Act which allow the withholding of information in relation to an enquiry. Some are very specialised in their application, such as national security, and are not normally relevant to CAT. There are more than 20 exemptions but CAT is likely to use only a few of them.

There are two general categories of exemptions:

Absolute – where there is no requirement to confirm or deny that the information is held, disclose the information or consider the public interest test, and

Qualified – where, even if an exemption applies, there is a duty to consider the public interest in disclosing information.

What are the Absolute Exemptions?

There are 8 absolute exemptions listed in the Act at the time of writing. Even where an absolute exemption applies:

- It does not mean that we can't disclose in all cases; it means that disclosure is not required by the Act. A decision could be taken to ignore the exemption and release the information taking into account all the facts of the case.
- There is still a legal obligation to provide reasonable advice and assistance to the enquirer.

The absolute exemptions in the Act are set out below. Those which might be relevant to CAT are marked with an *:

Information accessible to the enquirer by other means* (section 21) – If information is reasonably accessible to the applicant by another route than the Act, it is exempt information. This is the case even if the enquirer would have to pay for the information under the alternative route. This exemption includes cases where it is required to give information under other legislation, or where the information is available via the Publication Scheme.

Information dealing with security matters (section 23) – This applies to information directly or indirectly supplied by, or relating to, bodies dealing with security matters such as MI5, MI6, Special Forces, etc.

Court records (section 32) – This applies to information related to proceedings in a court or tribunal or served on a public authority for the purposes of proceedings.

Parliamentary Privilege (section 34) – This exempts information if it is required for the purpose of avoiding an infringement of the Parliamentary privilege.

Prejudice to the effective conduct of public affairs (section 36) – This relates to the maintenance of the collective responsibility of Ministers.

Personal information* (section 40) – Where the enquirers ask to see information about themselves, this is exempt under the Act because it is covered by the Data Protection Act.

Information provided in confidence* (section 41) – This relates to information obtained from a person if its disclosure would constitute a breach of confidence actionable by that, or another, person.

Prohibitions on disclosure* (section 44) – Information is exempt where its disclosure is prohibited under any other legislation by order of a court or where it would constitute a contempt of court or where it is incompatible with any EC obligation.

What are the Qualified Exemptions?

With qualified exemptions, even if it is decided that an exemption applies, there is a duty to consider the public interest in confirming or denying that the information exists and in disclosing the information. Guidance on carrying out the public interest test is in Appendix 3.

Information available by other means* (section 21) – Information is exempt from the right of access under the FOIA if that information is reasonably accessible to the applicant by other means.

Information intended for future publication* (section 22) – If, at the time the request was made, information is held with a view to publication, then it is exempt from disclosure if it is reasonable that it should not be disclosed until the intended publication date. This could apply to statistics published at set intervals, statutory accounts, and similar information.

National security (section 24) – Information is exempt for the purposes of safeguarding national security.

Defence (section 26) – Information is exempt if its disclosure would prejudice the defence of the UK.

International relations (section 27) – Information is exempt if its disclosure would, or would be likely to, prejudice relations between the UK and any other state.

Relations within the UK (section 28) – Information is exempt if its disclosure would, or would be likely to, prejudice relations between any administration in the UK.

The economy (section 29) – Information is exempt if its disclosure would, or would be likely to, prejudice the economic or financial interests of the UK.

Investigations and proceedings conducted by public authorities*(section 30) – Information is exempt if it has at any time been held by CAT for the purposes of criminal investigations or proceedings, such as determining whether a person should be charged with an offence or whether a charged person is guilty, or investigations which may lead to a decision to institute criminal proceedings. The duty to confirm or deny does not apply to such information.

Law enforcement* (section 31) – Information which is not exempt under Section 30 may be exempt under this exemption in the event that disclosure would, or would be likely to, prejudice the following among others:

- The prevention or detection of crime
- The apprehension or prosecution of offenders
- The administration of justice
- The exercise of functions such as ascertaining if a person has broken the law, is responsible for improper conduct, whether circumstances justify regulatory action, ascertaining a person's

fitness or competence in relation to their profession, ascertaining the cause of an accident or protecting or recovering charities or its properties.

- Any civil proceedings brought by or on behalf of CAT which arise out of an investigation carried out for any of the purposes mentioned above.
- The duty to confirm or deny does not arise where prejudice would result to any of these matters.

Audit functions (section 33) – Information is exempt if disclosure would, or would be likely to, prejudice the exercise of an authority’s functions in relation to the audit of the accounts of other public authorities. It does not apply to internal audit reports.

Formulation of government policy (section 35) – Information held is exempt information if it relates to the formulation or development of government policy, ministerial communications, advice by Law Officers (e.g. Attorney General) and the operation of any Ministerial private office.

Prejudice to the conduct of public affairs*(section 36) – Information likely to prejudice the maintenance of the convention of the collective responsibility of Ministers or likely to inhibit the free and frank provision of advice or exchange of views.

Communications with the Queen* (section 37) – Information is exempt if it relates to communications with the Queen, the Royal Family or Royal Household or if it relates to the award of honours. The duty to confirm or deny does not arise where this exemption applies.

Health and Safety* (section 38) – Information is exempt if its disclosure would or would be likely to endanger the safety or physical or mental health of any individual. The duty to confirm or deny does not arise where prejudice would result.

Environmental information* (section 39) – Information is exempt under FOIA when it is covered by the Environmental Information Regulations.

Personal information* (section 40) – Where the information concerns a third party, it is exempt if its disclosure would contravene the Data Protection Act, or the data protection principles; or if the person to whom the information relates would not have a right of access to it because it falls under one of the exemptions to the Data Protection Act. The duty to confirm or deny does not arise in relations to this information if doing so would be incompatible with any of the above.

Legal professional privilege* (section 42) – Legal professional privilege covers any advice given by legal advisers, solicitors or barristers. Generally such information will be privileged. If CAT wishes to disclose the information, it will need to seek consent from the provider of the advice. This exemption covers all such information where a claim to legal professional privilege can be maintained in legal proceedings. The duty to confirm or deny does not arise where to do so would involve the disclosure of such information.

Commercial interests* (section 43) – Information is exempt if it constitutes a trade secret or would be likely to prejudice the commercial interests of any person or body, including CAT. The duty to confirm or deny does not arise where prejudice would result to commercial interests but not where the information constitutes a trade secret.

Confidentiality and Applying Exemptions

When considering if an exemption to disclosure should apply, CAT will bear in mind that the presence of a confidential marking (e.g. Restricted, Confidential or Private) does not constitute an exemption and is not, in itself, sufficient grounds on which to prevent disclosure. Each case must be considered on its merits.

Timing

Where information has previously been withheld, it must not be assumed that any subsequent requests for the same information will also be refused. Sensitivity of information decreases with age and the impact of any disclosure will be different depending on when the request is received. Therefore, for each request, CAT will consider the harm that could result at the time of the request and, while taking into account any previous exemption applications, each case should be considered separately.

Next steps

In all cases, before writing to the enquirer, the person given responsibility for FOI by the Board of Directors will need to ensure that the case has been properly considered, and that the reasons for refusal, or public interest test refusal, are sound. To help ensure this, every case of refusal is reviewed by the CEO.

Applying the Public Interest Test

Having established that a qualified exemption definitely applies to a particular case, CAT must then carry out a public interest test to identify if the public interest in applying the exemption outweighs the public interest in disclosing it. Therefore, unless it is in the public interest to withhold the information, it has to be released. Although precedent and a case law will play a part, individual circumstances will vary and each case will need to be considered on its own merits.

It is worth noting that what is in the public interest is not necessarily the same as that which may be of interest to the public. It may be irrelevant that a matter may be the subject of public curiosity.

In most cases it will be relatively straightforward to decide where the balance of the public interest in disclosure lies. However, there will inevitably be cases where the decision is a difficult one.

Factors that might be taken into account when weighing the public interest include:

For Disclosure	Against Disclosure
Is disclosure likely to increase access to information held by CAT?	Is disclosure likely to distort public reporting or be misleading because it is incomplete?
Is disclosure likely to give the reasons for a decision or allow individuals to understand decisions affecting their lives or assist them in challenging those decisions?	Is premature disclosure likely to prejudice fair scrutiny, or release sensitive issues still on the internal agenda or evolving?
Is disclosure likely to improve the accountability and transparency of CAT in the use of public funds and help to show that it obtains value for money?	Is disclosure likely to cause unnecessary public alarm or confusion?
Is disclosure likely to contribute to public debate and assist the understanding of existing or proposed policy?	Is disclosure likely to seriously jeopardise CAT's legal or contractual position?
Is disclosure likely to increase public participation in decision making?	Is disclosure likely to infringe upon other legislation e.g. Data Protection Act?
Is disclosure likely to increase public participation in the political processes in general?	Is disclosure likely to create a controversial precedent on the release of information or impair our ability to obtain information in the future?
Is disclosure likely to bring to light information affecting public safety?	Is disclosure likely to adversely affect CAT's proper functioning and discourage openness in expressing opinions?
Is disclosure likely to reduce further enquiries on the topic?	If a large amount of information on the topic has already been made available, would further disclosure shed any more light or serve any useful purpose?

Note also that:

Potential or actual embarrassment to, or loss of confidence in, CAT, staff, or governors is NOT a valid factor to consider.

The fact that the information is technical, complex to understand and may be misunderstood may not of itself be a reason to withhold information.

The potential harm of releasing information will reduce over time and should be considered at the time the request is made rather than by reference to when the relevant decision was originally taken.

The balance of the public interest in disclosure cannot always be decided on the basis of whether the disclosure of particular information would cause harm, but on certain higher order considerations such as the need to preserve confidentiality of internal discussions.

A decision not to release information may be perverse, i.e. would a decision to withhold information because it is not in the public interest to release it, itself result in harm to public safety, the environment or a third party.

CAT will record the answers to these questions and the reasons for these answers. Deciding on the public interest is not simply a matter of adding up the number of relevant factors on each side. CAT will decide how important each factor is in the circumstances on make an overall assessment. This assessment will be reviewed by the CEO of Finance.

Decision for disclosure

Where the balance of the public interest lies in disclosure, the enquiry will be dealt with and the information required will be made available.

Decision against disclosure

After carrying out the public interest test if it is decided that the exemption should still apply, CAT will reply to the request with the appropriate reply under the circumstances.

There will be occasions when it has been decided that a qualified exemption applies but consideration of the public interest test may take longer. In such a case, CAT will contact the enquirer within the 20 working days stating that a particular exemption applies, but will include an estimate of the date by which a decision on the public interest test will be made. This will be within a reasonable time, normally no more than 10 working days beyond the 20 days.

Charging

**Different charges apply for requests under the Data Protection Act.

May we charge a fee?

FOI does not require charges to be made but CAT has discretion to charge applicants a fee in accordance with the Fees Regulations.

What steps will CAT take in considering whether to charge a fee?

Step 1 – Is the information exempt for the purposes of the FOI Act? – If the information is exempt, then fees do not apply. The academy would contact the enquirer to inform them that the information is exempt. There will be no charge.

Step 2 – Do CAT wish to calculate whether the cost of the request would exceed the appropriate limit (currently £450)? – In many cases, it will be obvious that the request would cost less than the appropriate limit, so we would not make the calculation.

Step 3 – We will calculate the appropriate limit? – Staff costs are calculated at £25 per hour, regardless of which member of staff gathers the information. When calculating whether the limit is exceeded, we take into account the costs of determining whether the information is held, where it is held, retrieving the information and extracting the information from other documents. As per the guidelines, we do not take into account the costs involved with considering whether information is exempt under the Act.

Step 4 – Does the request cost less than the limit? – If a request costs less than the limit, as per the guidelines, we will only charge for the cost of informing the applicant whether the information is held and communicating the information to the applicant (e.g. photocopying, printing and postage costs).

Step 5 – Does the request exceed the limit? – If a request would cost more than the limit, we can turn the request down, answer and charge a fee, or answer and waive the fee. If we choose to comply with a request where the estimated cost exceeds the threshold we will calculate the charge as per step 3, plus the costs from step 4.

Step 6 – For all requests, CAT have regard to the following points:

- The duty to provide advice and assistance to applicants. If CAT plan to turn down a request for cost reasons we will contact the applicant in advance to discuss whether they would prefer the scope of the request to be modified so that it would cost less than the appropriate limit, or
- If CAT plan to suggest charging the applicant a high fee, we will contact the applicant in advance to discuss the amount of the charge and whether they would prefer the scope of the request to be modified so that it would cost less than the appropriate limit.
- Maximum amount that can be charged. The Regulations set out the maximum amount that can be charged. They do not set out a minimum charge nor prevent the academy from charging no fee. CAT may, for simple and straightforward requests, waive a fee.

May I aggregate the costs where there are multiple requests?

Where two or more requests are made to CAT by different people who appear to be acting together or as part of a campaign, the estimated costs of complying with any the requests is to be taken to be the estimated total cost of complying with them all, provided that:

- a. The two or more requests referred to in that section are for information which is on the same subject matter or is otherwise related;
- b. The last of the requests is received by the academy by the twentieth school day following the date of receipt of the first of the requests, and
- c. It appears to the academy that the requests have been made in an attempt to ensure that the prescribed costs of complying separately with each request would not exceed the appropriate limit. If we get multiple requests for the same information, we will often decide to include it in our publication scheme.

How will we inform the applicant of the fee?

Where CAT intend to charge a fee for complying with a request for information, then we will give the person requesting the information notice in writing (the “fees notice”) stating that a fee of the amount specified in the notice is to be charged for complying.

CAT require proof of delivery of a fees notice, either signed for in the post or emailed with a return receipt request. Where a fees notice has been given to the person making a request, we do not comply with the request unless the fee is paid within three months of the notice being received.

1. To inform the enquirer that CAT does not hold the requested information.
2. To inform the enquirer that CAT is transferring the request to another public body.
3. To seek clarification of a request.
4. To inform the enquirer that the information they requested is available via CAT Website.
5. To inform the enquirer that the information they requested is already publicly available.
6. To inform an enquirer of any charges to be made for complying with their request where the costs are less than the current cost limit. (Fees Notice)

1. To inform the enquirer that CAT does not hold the requested information.

To be printed on CAT Letterhead

{Applicant Name}
{Applicant Address}
{Date}

Dear {Name}:

Thank you for your request for information received on _____.

We have conducted a thorough search of our records and unfortunately we are unable to locate the information you requested. This may be because Catalyst Academies Trust has never held this information or that the information is older than the statutory requirements for retention and has been legally destroyed in accordance with our retention schedule.

Please contact me if you have any comments relating to how your request has been handled. If you are unhappy with the service that you have received in relation to your request and wish to make a complaint or request a review of our decision please write to me. I will arrange for your complaint to be investigated by Chair of Catalyst Academies Trust.

If you are not content with the outcome of your review or complaint, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally the ICO cannot make a decision until you have exhausted our complaints procedure.

If you would like independent advice on your rights under either the Data Protection Act or Freedom of Information Act you may wish to contact the Information Commissioner's Office. The Information Commissioner can be contacted at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, telephone: 01625 545 700, website: www.ico.gov.uk"

Yours sincerely,

Mr T Parfett
CEO

2. To inform the enquirer CAT is transferring the request to another public body.

To be printed on CAT Letterhead

{Applicant Name}
{Applicant Address}
{Date}

Dear {Name}:

Thank you for your request for information received on _____.

To the best of our knowledge, the requested information is not held within Catalyst Academies Trust. However, we believe that {Name and address of organisation} may hold the information that you require. We therefore need to transfer your request to them.

Please let me know as soon as possible if you have any objection to this transfer.

Please contact me if you have any comments relating to how your request has been handled. If you are unhappy with the service that you have received in relation to your request and wish to make a complaint or request a review of our decision please write to me. I will arrange for your complaint to be investigated by the Chair of Catalyst Academies Trust.

If you are not content with the outcome of your review or complaint, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally the ICO cannot make a decision until you have exhausted our complaints procedure.

If you would like independent advice on your rights under either the Data Protection Act or Freedom of Information Act you may wish to contact the Information Commissioner's Office. The Information Commissioner can be contacted at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, telephone: 01625 545 700, website: www.ico.gov.uk"

Yours sincerely,

Mr T Parfett

CEO

3. To seek clarification of a request.

To be printed on CAT Letterhead

{Applicant Name}
{Applicant Address}
{Date}

Dear {Name}:

Thank you for your request for information received on _____.

From the information described, we have been unable to identify the information you require. Could you please give us more information relating to: {Include specific information we require, trying to ensure that terms that may be unfamiliar to the requestor are explained}.

The Freedom of Information Act 2000 prescribes the time frame in which we must deal with requests. We are not required to include any time whilst waiting for clarification of a request. We will endeavour to proceed with your request as soon as you supply the information required. If we have not received a reply to this letter within three months, we will treat this request as cancelled.

Please contact me if you have any comments relating to how your request has been handled. If you are unhappy with the service that you have received in relation to your request and wish to make a complaint or request a review of our decision please write to me. I will arrange for your complaint to be investigated by the Chair of Catalyst Academies Trust.

If you are not content with the outcome of your review or complaint, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally the ICO cannot make a decision until you have exhausted our complaints procedure.

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Yours sincerely,

Mr T Parfett

CEO

4. To inform the enquirer that the information they requested is available via the CAT website.

To be printed on CAT Letterhead

{Applicant Name}
{Applicant Address}
{Date}

Dear {Name}:

Thank you for your request for information received on _____.

The information which you requested is already available to the public via our website – www.catalystacadmiestrust.org.uk and therefore is exempt from disclosure under section 21 of the Freedom of Information Act. This means that we do not need to provide information under section 1 of the Act if that information is reasonably accessible to the applicant by other means. The thinking behind this exemption is that if there is another route by which someone can obtain information, there is no need for the Act to provide the means of access.

Please let me know if you do not have access to the internet or wish us to provide a hard copy of the information, in which case there may be a charge for its provision, depending on the cost to us.

Please contact me if you have any comments relating to how your request has been handled. If you are unhappy with the service that you have received in relation to your request and wish to make a complaint or request a review of our decision please write to me. I will arrange for your complaint to be investigated by the Chair of Catalyst Academies Trust.

If you are not content with the outcome of your review or complaint, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally the ICO cannot make a decision until you have exhausted our complaints procedure.

If you would like independent advice on your rights under either the Data Protection Act or Freedom of Information Act you may wish to contact the Information Commissioner's Office. The Information Commissioner can be contacted at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, telephone: 01625 545 700, website: www.ico.gov.uk"

Yours sincerely,

Mr T Parfett

CEO

5. To inform the enquirer that the information they requested is already publicly available.

To be printed on CAT Letterhead

{Applicant Name}
{Applicant Address}
{Date}

Dear {Name}:

Thank you for your request for information received on _____.

The information which you requested is already publicly available. You can access the information {insert description of how the enquirer can access the information}.

Please let me know if I can be of any further assistance. If you still wish us to provide a hard copy of the information there may be a charge for its provision, depending on the cost to us.

The information which you requested is exempt from disclosure under section 21 of the Freedom of Information Act. This means that we do not need to provide information under section 1 of the Act if that information is reasonably accessible to the applicant by other means. The thinking behind this exemption is that if there is another route by which someone can obtain information, there is no need for the Act to provide the means of access.

Please contact me if you have any comments relating to how your request has been handled. If you are unhappy with the service that you have received in relation to your request and wish to make a complaint or request a review of our decision please write to me. I will arrange for your complaint to be investigated by the Chair of Catalyst Academies Trust.

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Yours sincerely,

Mr T Parfett
CEO

6. To inform the enquirer of any charges to be made for complying with their request where the costs are less than the current cost limit

To be printed on CAT Letterhead

{Applicant Name}
{Applicant Address}
{Date}

Dear {Name}:

Thank you for your request for information received on _____.

It is estimated that the staff time necessary to provide this information will be _____ hours, which is less than the statutory ceiling for free searching time allowed under the Freedom of Information Act 2000 (The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004).

To proceed with your request we will require a fee of £_____ to cover the cost of photocopying and postage. There will be no charge for the time to find the information. Please make payment by cheque to Catalyst Academies Trust. We will continue with the search on receipt of payment, however, if we have not received a reply within three months, we will consider the request cancelled.

Please contact me if you have any comments relating to how your request has been handled. If you are unhappy with the service that you have received in relation to your request and wish to make a complaint or request a review of our decision please write to me. I will arrange for your complaint to be investigated by the Chair of Catalyst Academies Trust.

If you are not content with the outcome of your review or complaint, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally the ICO cannot make a decision until you have exhausted our complaints procedure.

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Yours sincerely,

Mr T Parfett

CEO