

Freedom of Information Applicant Feedback Surveys

The Freedom of Information Act 2000 and the Environmental Information Regulations 2004 give rights of public access to information held by public authorities.

This guidance has been produced to ensure compliance with the above Act and the requirement of the Information Governance Toolkit 8-603 (2) (b) The guidance will assist the Trust in reviewing and improving procedures to ensure compliance with the Act and continuous performance improvement.

The feedback survey shall be made available on the Trust's Freedom of Information page on the web site.

The survey will be anonymous and all completed responses will be directed to the Trust's Service Relations Department for review.

Response letters and e-mails sent out to applicants will include a statement asking applicants to complete the survey via a link to the online form.

For those responses sent out by post, a hard copy of the survey will be attached to the response letter for return using the Trust's FREEPOST address.

The survey will run from 1 January to 31 December each year.

The results of the survey will be evaluated in January each year and the Information Governance Officer responsible for Freedom of Information will present a report to the Information Governance Steering Group in February.

The Freedom of Information policy and procedures will be reviewed in light of the results and any relevant amendments made.

The returned survey information will be destroyed once the report has been to the Information Governance Group.

Jane Landick
Company Secretary (Freedom of Information Lead)
15th December 2010