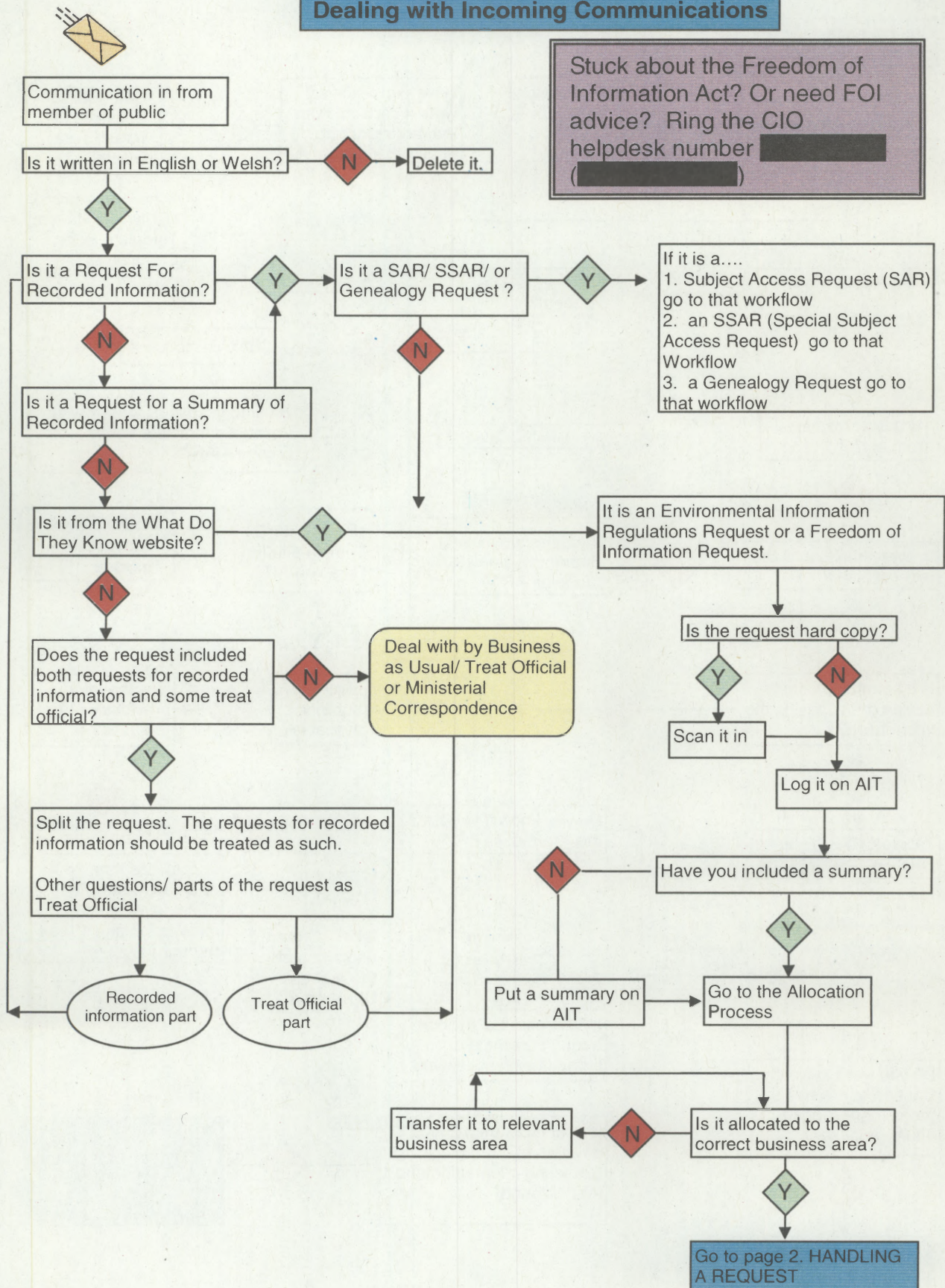


Dealing with Incoming Communications



Stuck about the Freedom of Information Act? Or need FOI advice? Ring the CIO helpdesk number [REDACTED] ([REDACTED])

If it is a....
 1. Subject Access Request (SAR) go to that workflow
 2. an SSAR (Special Subject Access Request) go to that Workflow
 3. a Genealogy Request go to that workflow

It is an Environmental Information Regulations Request or a Freedom of Information Request.

Deal with by Business as Usual/ Treat Official or Ministerial Correspondence

Does the request included both requests for recorded information and some treat official?

Split the request. The requests for recorded information should be treated as such.
Other questions/ parts of the request as Treat Official

Recorded information part

Treat Official part

Put a summary on AIT

Have you included a summary?

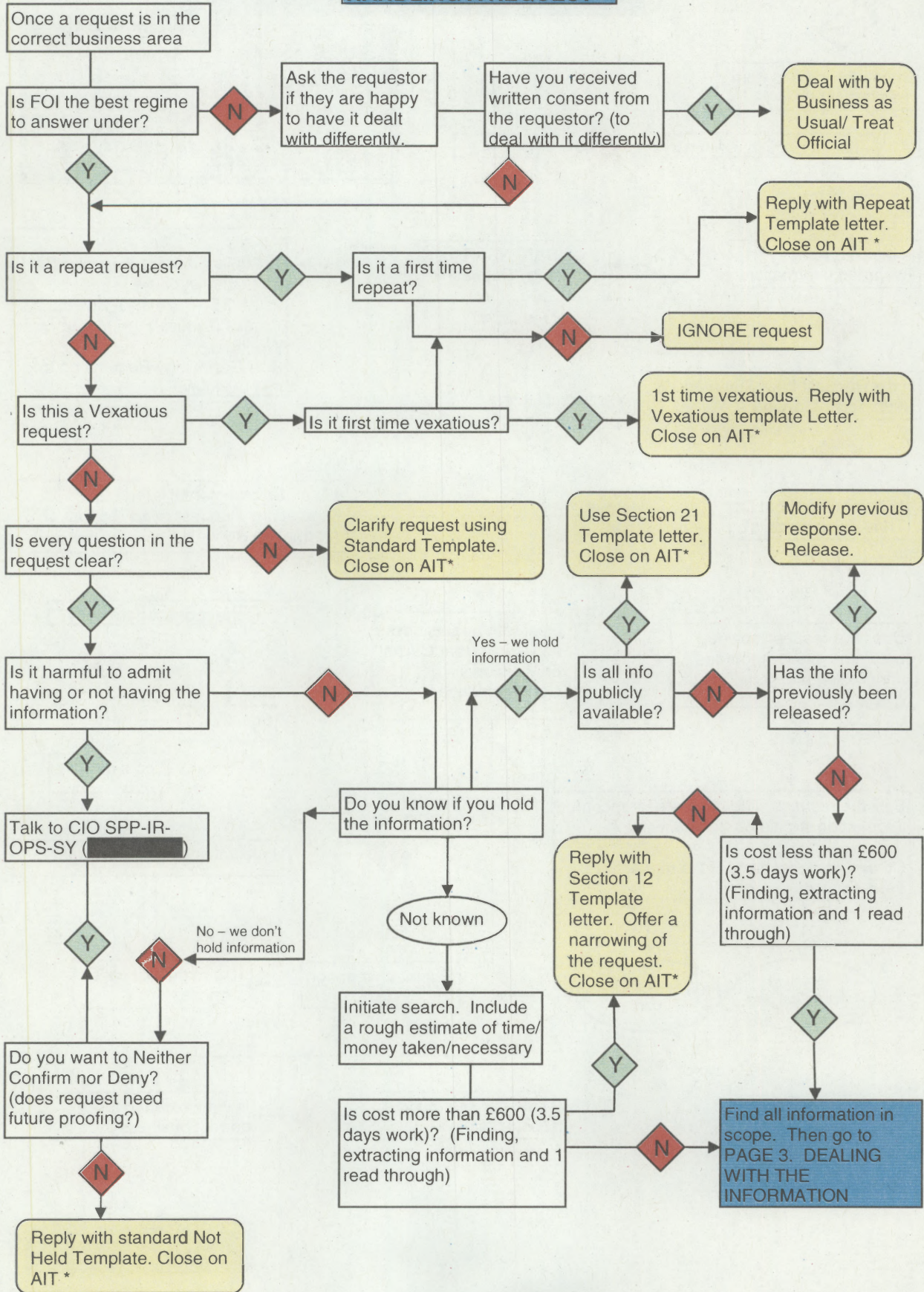
Go to the Allocation Process

Transfer it to relevant business area

Is it allocated to the correct business area?

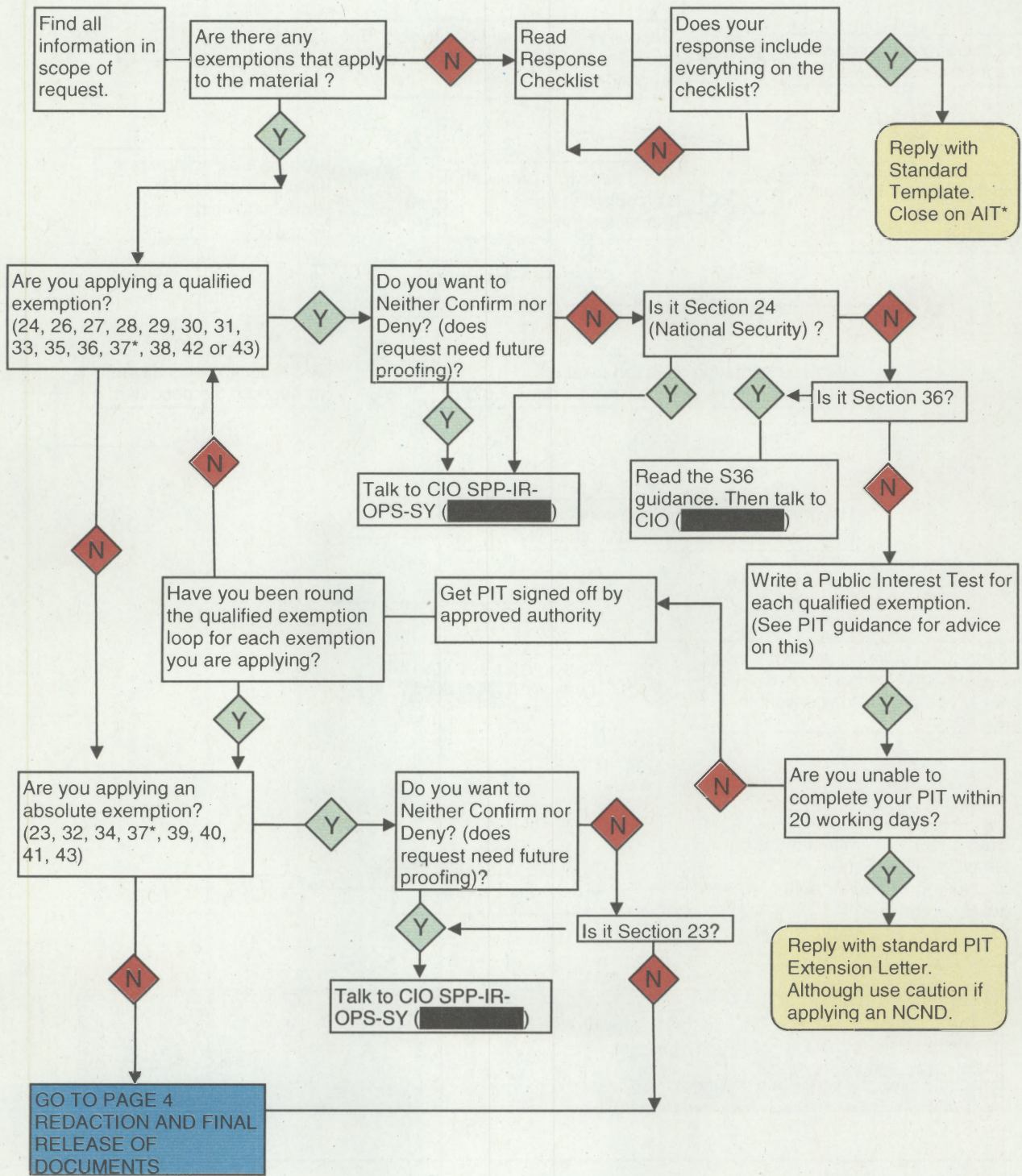
Go to page 2. HANDLING A REQUEST

HANDLING A REQUEST



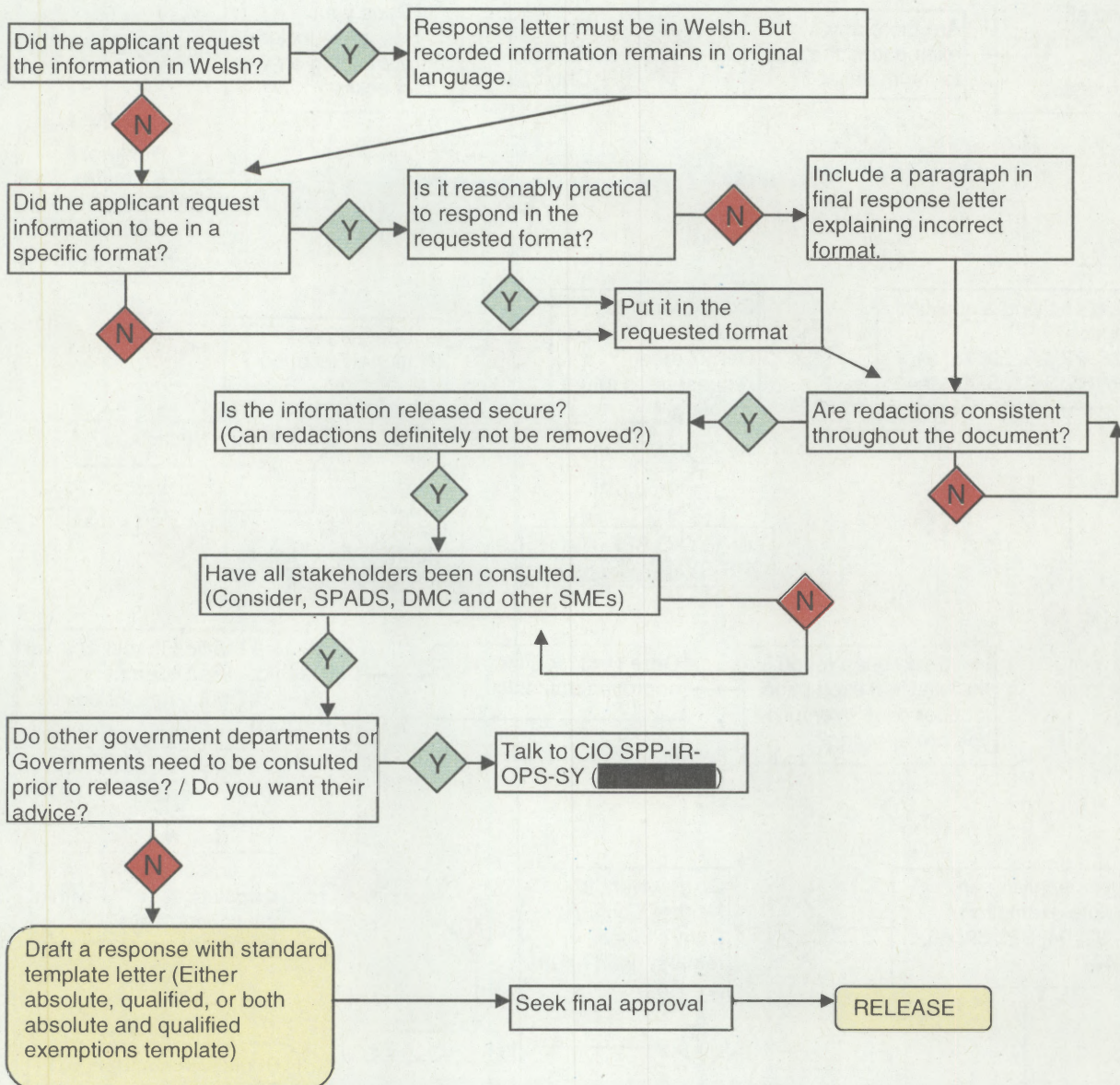
* Closing Requests on AIT – See Guidance on Final Page

DEALING WITH THE INFORMATION



* Closing Requests on AIT – See Guidance on Final Page

REDACTION AND FINAL RELEASE OF DOCUMENTS



If it is your first FOI response, or would like advice on handling FOIs, redaction, writing Public Interest Tests, ring the CIO helpdesk number ██████████ (██████████)

- Closing Cases on AIT:**
1. Clarify – Select **Clarify Workflow**. Select **Process Request**. Then select Full Release work flow. Close on AIT.
 2. S21 – **Exemptions May Apply Workflow**.
 3. S12 – **Cost Limit Exceeded Workflow**.
 4. Not Held – **No information held Workflow**
 5. Known Vexatious – **Vexatious Workflow** Select if a known requestor is being made vexatious or has been already made vexatious on the same/ similar request before S14(1).
Newly Vexatious – Select for repeated requests on the same or similar subject s14(2)
 6. Full Release- **Full Release Workflow**
 7. PIT extension – **Exemptions May Apply Workflow**
 8. Some exemptions apply – **Exemptions May Apply Workflow**