### APPENDIX 6 – Standard Letters

1. **Respondingto an information request withthe requested information.**

{Trust Address}

{Applicant Address}

{Date}

{FOI Ref}

Dear {Name},

Thank you for your request for information received on .

Your request for information has now been considered and the following information requested is enclosed:

* 1. XX
  2. XX

If you have any queries or concerns then please contact me. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to:

Clerk to Directors, c/o Shaldon Primary School, Bridge Road, Shaldon, TQ14 0HJ

If you are not content with the outcome of your complaint or review, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided. The Information Commissioner can be contacted at:

Information Commissioner's Oﬃce Wycliﬀe House Water Lane Wilmslow Cheshire SK9 5AF Telephone: 08456 30 60 60 or 01625 54 57 45 [www.ico.gov.uk](http://www.ico.gov.uk/)

Yours sincerely,

{Name}

{Title}

### To inform the enquirer the Trust doesnot hold the requested information.

{Trust Address}

{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 the 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 schedules.

If you have any comments relating to how your request has been handled, you should write to:

Clerk to Directors, c/o Shaldon Primary School, Bridge Road, Shaldon, TQ14 0HJ

If you are not content with the outcome of your complaint or review, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided. The Information Commissioner can be contacted at:

Information Commissioner's Oﬃce Wycliﬀe House Water Lane Wilmslow Cheshire SK9 5AF Telephone: 08456 30 60 60 or 01625 54 57 45 [www.ico.gov.uk](http://www.ico.gov.uk/)

Yours sincerely,

{Name}

{Title}

### To inform the enquirer we are transferring the request to another publicbody

{Trust Address}

{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. However, we believe that {Name and address of organisation} may hold the information you require. We will therefore need to transfer the request to them. If you have an objection to this transfer you should let us know as soon as possible by writing to {Address} or telephoning 01 and asking for {Name of Oﬃcer dealing with the request}.

If you have any comments relating to how your request has been handled, you should write to:

Clerk to Directors, c/o Shaldon Primary School, Bridge Road, Shaldon, TQ14 0HJ

If you are not content with the outcome of your complaint or review, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided. The Information Commissioner can be contacted at:

Information Commissioner's Oﬃce Wycliﬀe House Water Lane Wilmslow Cheshire SK9 5AF Telephone: 08456 30 60 60 or 01625 54 57 45 [www.ico.gov.uk](http://www.ico.gov.uk/)

Yours sincerely,

{Name}

{Title}

### To seek clariﬁcation of a request

{Trust Address}

{Applicant Address}

{Date}

Dear {Name},

Thank you for your request for information received on .

Fromtheinformationdescribed,wehavebeenunabletoidentifytheinformationyourequire.Could you please give us more information relating to: {Include speciﬁc information you require, try to ensure that terms that may be unfamiliar to the requestor areexplained}.

The Freedom of Information Act 2000 requires that we deal with requests such as this within 20 workingdays.Wearenotrequiredtoincludeany timewhilstwaitingforclariﬁcationofarequest. Wewillendeavourtoproceedwithyourrequestassoonasyousupplytheinformationrequired.If we have not received a reply within three months we will treat this request ascancelled.

If you have any comments relating to how your request has been handled, you should write to:

Clerk to Directors, c/o Shaldon Primary School, Bridge Road, Shaldon, TQ14 0HJ

If you are not content with the outcome of your complaint or review, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided. The Information Commissioner can be contacted at:

Information Commissioner's Oﬃce Wycliﬀe House Water Lane Wilmslow Cheshire SK9 5AF Telephone: 08456 30 60 60 or 01625 54 57 45 [www.ico.gov.uk](http://www.ico.gov.uk/)

Yours sincerely,

{Name}

{Title}

### To inform the enquirer that the information they want is already publicly available

{Trust Address}

{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 publication scheme, which is available on our website [www.tedwraggtrust.co.uk](http://www.tedwraggtrust.co.uk/)

If you have any comments relating to how your request has been handled, you should write to:

Clerk to Directors, c/o Shaldon Primary School, Bridge Road, Shaldon, TQ14 0HJ

If you are not content with the outcome of your complaint or review, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided. The Information Commissioner can be contacted at:

Information Commissioner's Oﬃce Wycliﬀe House Water Lane Wilmslow Cheshire SK9 5AF Telephone: 08456 30 60 60 or 01625 54 57 45 [www.ico.gov.uk](http://www.ico.gov.uk/)

Yours sincerely,

{Name}

{Title}

### To inform an enquirer of any charges to be made for complying with theirrequest

{Trust Address}

{Applicant Address}

{Date}

Dear {Name},

Thank you for your request for information received on…

It is estimated that the time to ﬁnd this information will be hours. The cost of this search will exceed the statutory ceiling of £450.00 for free searching time allowed under the Freedom of Information Act 2000 (The Freedom of Informationand Data Protection (Appropriate Limit and Fees) Regulations 2004).

To proceed with your request we will require a fee of £ {supply details of local address and payment details}. We will continue with the search on receipt of payment, however if we have not received a reply within three months we will cancel the request.

If you have any comments relating to how your request has been handled, you should write to:

Clerk to Directors, c/o Shaldon Primary School, Bridge Road, Shaldon, TQ14 0HJ

If you are not content with the outcome of your complaint or review, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided. The Information Commissioner can be contacted at:

Information Commissioner's Oﬃce Wycliﬀe House Water Lane Wilmslow Cheshire SK9 5AF Telephone: 08456 30 60 60 or 01625 54 57 45 [www.ico.gov.uk](http://www.ico.gov.uk/)

Yours sincerely,

{Name} {Title}