



ANDREW PREACHER

By email: request-524817-9be77cec@whatdotheyknow.com

FOI Reference: FOI326967

5/11/2018

Dear ANDREW PREACHER

I refer to your request where you asked:

<http://www.freedomtalkradio.co.uk/uk-surveillance-laws-it-is-not-ilegal-to-record-public-servants-and-business-for-personal-use-in-the-uk/>

1 Do you have any guidance or policy for the public or service users to record calls when they speak to your staff your call centres or in person Do you Inform The Public Users they can record. If the answer is no what is the reason for this please if so do send me a copy of why you dont inform the callers they can record but not to publish a call.

2 if You have a Unacceptable Behaviour Policy and Procedure can you tell me if one of these are to object to telephone calls being recorded by the caller due to it being not necessary or unwanted or indeed the staff member feels threatened can you explain why you would have such Unacceptable Behaviour Policy and Procedure that goes against current uk law. If there is no policy why not or how do I find out why ? The Public need to record all calls to help them in cases where public servants have lied or due to lack of training make these customers disadvantaged in some way. Is being vexatious unacceptable behaviour how many times have you used this policy in a case and finally the landmark ruling in this case Dransfield vs Exeter Council is it fair to blame a person for being vexatious rather than just simply leaving their name out of it as a example mr blogs commits fraud then the fraud policy is called mr blogs.

3. Are your staff the majority of them who answer public calls or when meeting a member of public are staff aware of the policies and the laws ref telephone recordings using the relevant laws laid down by legislation. if the answer is no why not. This sort of training awareness is needed as most call centres social workers teachers police members of parliament are not aware recordings are aloud will you highlight the public is ok to record a 2 way call or will you let the confusion continue.

4 If you have no policy advice or framework for the above will you develop a policy etc if there is a policy send me one pls. Will you encourage the public to record a 2 way conversation if the answer is no why not.

5 What are your organizations views on charging the public in foi requests and data protection and subject access requests should their information request be free.

What happens in a situation a benefit claimant or non waged person needs information what do you do to help them or someone who has no spare income. Is it fair if the public record you then they should charge you for a copy of the recording or video the same fee you charge them. Any tips and comments will help the public understand the uks public servants and business policies ref this subject.

6 What do you do and what is your policy when a serious complaint against a staff member is made when a person complains about wrong doing and has evidence of foul

play in your organization will you accept covertly or permission based Audio or video evidence in the case. We know you have a complaints policy does this include this question.

Do you Fully investigate under public interest laws and take note of any criminal charges.

If the answer is no why not. Do send me a copy of the policy.

The Public need to record all calls too many lies now its time for honesty.

Selflessness. Holders of public office should act solely in terms of the public interest.
Integrity. Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. ...
Objectivity. ...
Accountability. ...
Openness. ...
Honesty. ...
Leadership.

Please see responses below:

Question 1: This information is not held.

Question 2: Cabinet Office does not hold an unacceptable behaviour policy but we do hold an internal grievance policy. For your information this is outlined below. For your information this is outlined below.

Question 3: This information is not held.

Question 4: This information is not held.

Question 5: This organisation does not charge for FOIs and SARs.

Question 6: You can read about the complaints procedure for the Cabinet Office on this website:

<https://www.gov.uk/government/organisations/cabinet-office/about/complaints-procedure>

Cabinet Office does log all complaints we receive so that we can monitor the types of problems, the best way to sort them out and how long we are taking to deal with them. This also helps us to take a closer look at how we can improve our own service delivery. We handle all information in line with data protection legislation.

Please note all hyperlinks have been removed from the below policy and guidance. This policy is drawn down from the Cabinet Office intranet and online formatting has been removed.

Grievance policy

This policy, procedure and guidance applies to all employees from 1st February 2017. Employees subject to the Grievance policy and procedure before 1st February 2017 will continue to be managed under the old policy and procedure until the case has concluded.

Policy principles

Grievance procedures will be followed where there is a complaint relating to the treatment of an employee. This will include complaints of bullying, harassment and discrimination.

The emphasis will be on the use of an informal approach to resolve the complaint, wherever possible.

Complaints must be raised without unreasonable delay and within three months of the issue or incident which forms the basis of the complaint.

All complaints should be dealt with promptly, transparently, fairly and consistently.

Everyone involved in the grievance process is expected to:

- try to resolve the issue informally before raising a formal grievance
- show respect for others
- work together to resolve the complaint
- maintain confidentiality.

This policy is not to be used to deal with complaints arising from the application of other policies and procedures that include an appeal mechanism, for example, discipline, poor performance and attendance.

The appropriate policies should be used and can be found on Cabinet Office Intranet, or by clicking on the relevant link above which will direct you to the appropriate page.

Scope of policy

This policy and its related procedures apply to all employees, including those on probation and fixed-term appointments.

Policy summary

Many complaints and disagreements at work can be resolved informally through discussions with a colleague and/or a line manager. When necessary and appropriate they will be resolved by using the formal grievance procedure.

The formal grievance procedure consists of three stages:

- Raising a formal complaint
- Resolving a formal complaint
- Appeals

Employees should read this in conjunction with Grievance Procedure and How to guides.

If you are unhappy with the service you have received in relation to your request or wish to request an internal review, you should write to:

Sharon Carter
Cabinet Office
70 Whitehall
London
SW1A 2AS

email: foi-team@cabinetoffice.gov.uk

You should note that the Cabinet Office will not normally accept an application for internal review if it is received more than two months after the date that the reply was issued.

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

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely

A handwritten signature in dark ink, appearing to be 'A. Carter', written over a light grey circular stamp.

FOI Team
Cabinet Office