

Dear Will,

RE: INFORMATION REQUEST DATED 26th JUNE 2019

REF: FOI-03272

Further to your request for information please see our response below.

REQUEST 1

I would like access to your relevant policies regarding expected response times for staff when responding to emails from students.

RESPONSE

We do not have a University wide policy that lays down a general response time which is applicable to all members of staff.

Response times for staff when responding to emails from students, differs across each department/faculty and is dependent on the nature of the email.

Please see attached general guidance that was circulated to some members of staff regarding communications.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Requests for an internal review should be made to the Head of Legal and Compliance at FreedomOfInformation@bcu.ac.uk or by writing to: Head of Legal and Compliance, Birmingham City University, Joseph Priestley Building, Cardigan Street, B4 7BD.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Please see <https://ico.org.uk/concerns/getting/> for details of their procedure. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.