

28 July 2020

Ref: FOI20 - 255

Dear Requester,

Thank you for your email of 9th July 20 requesting information under the Freedom of Information Act 2000. Please see the responses to each of your questions below:

I would be grateful if you could provide the following information for the 2017-18 academic year:

- 1. Information involving any complaints, informal or formal, relating to Estate Patrol employees and any ensuing disciplinary action.**
- 2. Information involving any complaints, informal or formal, relating to Student Welfare Caseworkers, and any ensuing disciplinary action.**

For questions 1 and 2 Due to low number of individuals involved in the breakdown, you have requested this cannot be carried out without risking the disclosure of the personal data of the individuals involved or similar. This step is taken to ensure personal data remains anonymous and is in compliance with ICO best practice and the Freedom of Information Act 2000, Section 40(2) (a) which states that the University cannot provide information which could constitute personal data.

This response has been prepared in accordance with a request received pursuant to the Freedom of Information Act 2000. The supply of documents under FOI does not give the person who receives the information an automatic right to re-use the documents without obtaining the consent of the copyright holder. If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. You must submit this to the Information Governance Office in writing within 40 days of receipt of this notification. Please quote the reference number above.

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. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. (<https://ico.org.uk/>)

Kind Regards,

Information Governance

University of Exeter

