

## Response to Freedom of Information Act Request

<b>Date of request:</b>	5 <sup>th</sup> October 2018
<b>Request:</b>	<p>1. Do you have any guidance or policy for the public or service users to record calls when they speak to your staff. What is your organisations protocol on service users recording calls when they speak to your staff? Please provide a copy of your policy, procedure and guideline notes on this issue. or call centres Do you Inform Users they can record. If the answer is no what is the reason for this please if so do send me a copy. Are service users made aware of their right to record the encounter, if they choose to do so? Is this reflected in you policy document on the matter?</p> <p>2. Does your organisation have an “Unacceptable Behaviour” policy? If so, please can you provide me with a copy? If such a policy contains points of objectionable behaviour such as telephones calls being recorded by the caller due to them being not necessary or unwanted or needed, and furthermore the staff members may feel threatened or apprehensive, are you aware that denying users the right to record calls goes against the current UK laws.</p> <p>3. Are your policies and procedures compliant with the public right to audio-visually record encounters with your staff, without their consent? If not, will you provide appropriate training for your staff so they are fully informed of the Public right to record?</p> <p>4. What is our organisations current charging policy for Freedom of Information requests (FOI) or Subject Access Requests (SAR)? If charges are applied are concessions available for those on low income or students?</p> <p>5. What is your organisations complaints policy? Please can you forward me a copy. Does your complaints procedure permit service users evidence such as covert call recordings to form part of the investigation.</p>

**Response**

**1. Do you have any guidance or policy for the public or service users to record calls when they speak to your staff.**

What is your organisations protocol on service users recording calls when they speak to your staff? **Please provide a copy of your policy, procedure and guideline notes on this issue.**

or call centres Do you Inform Users they can record. If the answer is no what is the reason for this please if so do send me a copy.

Are service users made aware of their right to record the encounter, if they choose to do so? Is this reflected in you policy document on the matter?

No relevant information held.

**2. Does your organisation have an “Unacceptable Behaviour” policy? If so, please can you provide me with a copy?**

If such a policy contains points of objectionable behaviour such as telephones calls being recorded by the caller due to them being not necessary or unwanted or needed, and furthermore the staff members may feel threatened or apprehensive, are you aware that denying users the right to record calls goes against the current UK laws.

Information exempted under Section 22 -  
Information intended for future publication of the  
Freedom of Information Act 2000.

**3. Are your policies and procedures compliant with the public right to audio-visually record encounters with your staff, without their consent? If not, will you provide appropriate training for your staff so they are fully informed of the Public right to record?**

Please describe the information you require in  
accordance with Section 8(1)(c) of the Freedom of  
Information Act 2000.

**4. What is your organisations current charging policy for Freedom of Information requests (FOI) or Subject Access Requests (SAR)? If charges are applied are concessions available for those on low income or students?**

Freedom of information requests - Information can  
be located on our website, in our publication  
scheme (please refer to part 3- charges).

<http://www.devonandcornwall->

[pcc.gov.uk/information-hub/freedom-of-information/publication-scheme/](http://pcc.gov.uk/information-hub/freedom-of-information/publication-scheme/)

National guidance is also available on the website of the Information Commissioners Office.

<https://ico.org.uk/your-data-matters/official-information/>

Data protection Subject Access Requests – information can be located on our website, (please refer to page 12).

[https://devonandcornwall.s3.amazonaws.com/Documents/Our%20information/Publication%20scheme/DP\\_GUI\\_Guide%20Exercising%20Rights%20no%20comments\\_180521.pdf](https://devonandcornwall.s3.amazonaws.com/Documents/Our%20information/Publication%20scheme/DP_GUI_Guide%20Exercising%20Rights%20no%20comments_180521.pdf)

**5. What is your organisations complaints policy? Please can you forward me a copy.** Does your complaints procedure permit service users evidence such as covert call recordings to form part of the investigation.

Information on how to make a complaint can be found on our website,

<http://www.devonandcornwall-pcc.gov.uk/getting-in-touch/the-complaints-process/>

The OPCCs policy on handling Customer Feedback (which includes complaints about its staff) is exempted under Section 22 - Information intended for future publication of the Freedom of Information Act 2000.