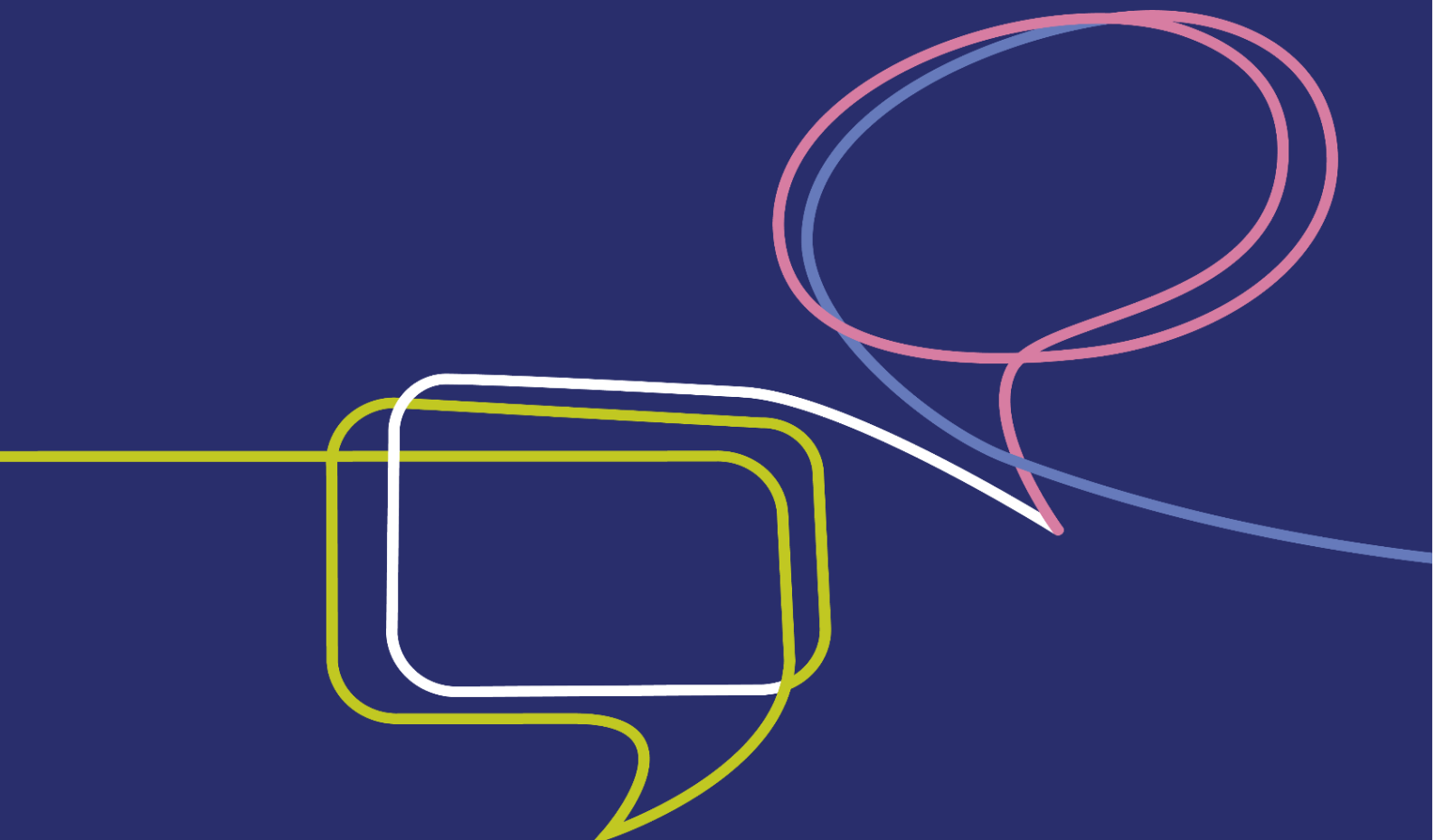

Freedom of Information Policy Statement



Freedom of Information Policy Statement

Redress Scotland is committed to being open, transparent and accountable.

The Freedom of Information (Scotland) Act 2002 (FOISA) gives people the right to access information held by Redress Scotland, unless an exemption applies. We support this right and are committed to responding to requests in line with the law.

We make as much information as possible available through our Publication Scheme and website so that people can easily access information about our work. Where information is not already published, individuals can ask us to provide it through a Freedom of Information request.

We will:

- maintain and regularly review our Publication Scheme;
- provide advice and assistance to people making information requests;
- acknowledge requests promptly;
- respond to requests within statutory timescales;
- explain when information cannot be disclosed and the reasons for this;
- apply exemptions and other provisions of the legislation appropriately and consistently;
- inform requesters of their right to ask for a review of our decision; and
- support the right to appeal to the Scottish Information Commissioner where appropriate.

To meet our responsibilities under FOISA, Redress Scotland will ensure that:

- staff are aware of their responsibilities under Freedom of Information legislation;
- staff receive appropriate guidance and training;
- information is managed and retained in accordance with our records management arrangements;
- requests are handled fairly, consistently and within legislative timescales, 3 working days for an acknowledgement and 4 weeks for a full response; and
- access to information is promoted through a culture of openness and transparency.

This policy supports Redress Scotland's commitment to openness, accountability and public trust, while ensuring that personal information and other protected information are handled appropriately and in accordance with the law.

Related Documents

- Freedom of Information Requests Procedure
- Publication Scheme
- Records Management Policy
- Subject Access Request Procedure

The Chief Executive of Redress Scotland has overarching responsibility for FOI requests. If you have a query about a freedom of information request you can contact our Head of Operations, Kirsty Christie, enquiries@redress.scot