



**COLCHESTER COUNTY HIGH SCHOOL FOR GIRLS**  
**A20 FREEDOM OF INFORMATION POLICY AND PROCEDURES**

<b>COMMITTEE</b>	Curriculum & Student Matters
<b>SLT RESPONSIBLE</b>	Kelly Sharp Assistant Principal
<b>REVIEW</b>	Every 3 years or earlier if there is new statutory guidance
<b>POLICY REVIEWED</b>	February 2024
<b>REVIEW DUE</b>	January 2027
<b>APPROVED BY THE GOVERNING BODY</b>	March 2024

## **COLCHESTER COUNTY HIGH SCHOOL FOR GIRLS**

### **A20 FREEDOM OF INFORMATION POLICY AND PROCEDURES**

Colchester County High School for Girls is committed to openness and transparency in the provision of information to all persons or organisations who request it.

We will provide information promptly, subject to the following conditions, which are based on our duties under the Freedom of Information Act 2000 and are GDPR compliant:

- Copies of reference documents, such as policy statements and procedural guidance will be provided free of charge or as published in our Publications Scheme, which is available from the school office or on our website at [www.cchsg.com](http://www.cchsg.com).
- We will normally confirm within 5 working\* days whether or not we hold the information you request and, if we do, we will provide it whichever comes first, either: 20 working (not counting any school, bank holidays or inset days) after receiving the request, or 60 working days.
- Your request must be in writing (letter or email) to ensure that we have a clear statement of what is requested.
- In some circumstances we may withhold the information you have requested under one of the exemptions applicable under the legislation. <https://ico.org.uk/for-organisations/guide-to-freedom-of-information/>
- If you do not accept our reasons for declining to disclose the information requested you should write to the Chair of Governors at the school in the first instance. If you are not happy with the response, you may wish to contact the Information Commissioner at:

The Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone 0303 123 1113 – Helpline is open from 9am to 5pm, Monday to Friday  
Email [mail@ico.gsi.gov.uk](mailto:mail@ico.gsi.gov.uk)

- Whilst we will provide most information free of charge, we may charge a fee for photocopying/printing/postage of longer documents where the required information is not listed in our Publications Scheme as being available either free of charge or at a stated charge. If you ask for information in an expensive alternative format, we may charge for this, subject to legislation, such as the Equality Act 2010. (See '**Charges**' below).

- If we intend to charge for the provision of information, we will tell you in advance what the charge will be (through a fees notice) and will provide the information when we receive payment. The time allowed for us to provide the information (20 working\* days) does not include the period between the issuing of the fees notice and the receipt of the payment.
- We may be unable to provide the information you request for any for the following reasons:
  - The request is not in writing with a reply name and address
  - The request doesn't explain what information is being sought
  - The information is not held
  - An exemption applies
  - It would take over 18 hours to fulfil (and the School is not prepared to fulfil for a fee)
  - The request is 'vexatious'
  - A reasonable fee has not been paid
- If we are unable to provide the information we will do all we can to advise you as to how you might obtain the information elsewhere or in a different way to keep the cost down.
- The School will seek advice from the Local Authority's Information Governance Manager as necessary to clarify any points or to help resolve any disputes over information requests.

## **CHARGES**

The general charge for photocopying or printing information is 15p per sheet (colour printing 25p per sheet). Postage charges will be at the appropriate rate. If the request exceeds 18 hours to fulfil a charge would be made for hours used beyond the 18 hours. For more substantial items, the fee charged depends on whether we estimate that it would cost more or less than £450.00 to provide the information.

In the vast majority of cases the cost will be under £450.00 and we will then charge only for photocopying, printing and postage. We may also charge for any work required to put the information into the required format, which could involve, for example:

- summarising the information;
- putting the information into an electronic format;
- translating the information into a different language.

We will not normally charge for providing information in an alternative format where this is requested on grounds of disability.

*\*Please note: Working days refers to term time Monday to Friday only as contained in Statutory Instrument 3364.*