



**Redress  
Scotland**

**Redress Scotland  
Freedom of Information Requests  
Procedure**

## CONTENTS

1. WHAT IS THE FREEDOM OF INFORMATION ACT? .....	3
2. HOW DO I REQUEST INFORMATION FROM REDRESS SCOTLAND? .....	3
3. WHAT DO I NEED TO INCLUDE WHEN I CONTACT REDRESS SCOTLAND TO REQUEST INFORMATION? .....	3
4. HOW MUCH DOES A FREEDOM OF INFORMATION REQUEST COST? .....	3
5. WHEN WILL I RECEIVE A RESPONSE TO MY FREEDOM OF INFORMATION REQUEST? .....	4
6. WHAT IF I AM UNHAPPY WITH THE RESPONSE I RECEIVE FROM REDRESS SCOTLAND? .....	4
7. WHAT DO I NEED TO INCLUDE IN MY REQUEST FOR A REVIEW? .....	4
8. WHAT IF I AM UNHAPPY WITH THE OUTCOME OF MY REQUEST FOR A REVIEW? .....	4
9. CAN I REQUEST PERSONAL INFORMATION AS PART OF A FREEDOM OF INFORMATION REQUEST?.....	5
10. HOW DO I MAKE AN ENVIRONMENTAL INFORMATION REQUEST? .....	5
11. WHEN WILL I RECEIVE A RESPONSE TO MY ENVIRONMENTAL INFORMATION REQUEST? 5	
12. VERSION CONTROL.....	5
13. QUICK GUIDE TO REDRESS SCOTLAND'S FREEDOM OF INFORMATION REQUEST PROCEDURE.....	6

## 1. WHAT IS THE FREEDOM OF INFORMATION ACT?

The Freedom of Information (Scotland) Act 2002 (FOISA) gives you the right to access certain information Redress Scotland holds. You cannot ask for personal information as part of a Freedom of Information request (please see [section 9](#) of this document for more information).

Redress Scotland has listed all of the information we have published on our website ([www.redress.scot](http://www.redress.scot)) in a document called the Redress Scotland publication scheme. This allows you to see what information is available and where you can access it from.

If you are looking for information that is not available under the Redress Scotland publication scheme then you can request it from Redress Scotland as a Freedom of Information request. However, there are limitations to what personal information can be released under the Freedom of Information Act.

The Environmental Information (Scotland) Regulations 2004 (EIRs) separately gives you the right to access environmental information Redress Scotland may hold.

## 2. HOW DO I REQUEST INFORMATION FROM REDRESS SCOTLAND?

If you would like to request a copy of information Redress Scotland holds, that is not available under our publication scheme, please contact Redress Scotland at [Information@redress.scot](mailto:Information@redress.scot) or by post using the address below:

Redress Scotland  
PO Box 27177  
GLASGOW  
G2 9NL

## 3. WHAT DO I NEED TO INCLUDE WHEN I CONTACT REDRESS SCOTLAND TO REQUEST INFORMATION?

When contacting Redress Scotland to request information, please include:

- your full name;
- your address, including postcode;
- full details of the information you would like to request; and
- a telephone number in case Redress Scotland need to contact you about your request.

## 4. HOW MUCH DOES A FREEDOM OF INFORMATION REQUEST COST?

Redress Scotland does not charge for answering information requests and for providing information electronically. However, we may have to refuse to provide information if the cost of doing so would exceed £600.

In certain circumstances, Redress Scotland may be required to issue a charge for responding to a request if the cost of responding exceeds £100. If this applies, we will explain the

charge to you and how this is calculated in accordance with applicable laws. More information on charges is available from the Information Commissioner at [www.itspublicknowledge.info](http://www.itspublicknowledge.info).

Redress Scotland may have to charge you for providing information you have requested – for example, photocopying and postage costs – but we will charge you no more than it will cost us to do so. We will always tell you what the cost is before providing the information to you. You can find out more information about costs in the Redress Scotland publication scheme.

#### 5. WHEN WILL I RECEIVE A RESPONSE TO MY FREEDOM OF INFORMATION REQUEST?

Redress Scotland will check to make sure we have enough information from you in order to respond to your request. We will send you a letter within 3 working days of receiving your request to confirm we have received it.

If we don't have enough information to respond to your request, we will ask you to clarify what you have asked us for.

Redress Scotland aims to provide information whenever possible. In all cases, you should receive a response from us within 20 working days of us receiving your request. However, we will contact you to explain why we may need more time to respond to your request.

#### 6. WHAT IF I AM UNHAPPY WITH THE RESPONSE I RECEIVE FROM REDRESS SCOTLAND?

If you are unhappy with the response you receive from Redress Scotland, you can ask for a review within 40 working days of receiving the response from Redress Scotland.

#### 7. WHAT DO I NEED TO INCLUDE IN MY REQUEST FOR A REVIEW?

Please explain why you are unhappy with the response you received from Redress Scotland and mark this for the attention of the Redress Scotland Chief Executive. You can do this by emailing Redress Scotland at [Information@redress.scot](mailto:Information@redress.scot) or sending a letter to us using the following address:

Redress Scotland  
PO Box 27177  
GLASGOW  
G2 9NL

#### 8. WHAT IF I AM UNHAPPY WITH THE OUTCOME OF MY REQUEST FOR A REVIEW?

If you are unhappy with the response you receive from Redress Scotland about your request for a review, you then have the right to appeal to the Scottish Information Commissioner. You should keep copies of all of the letters you receive from Redress Scotland in response to your information request if you decide to appeal to the Scottish Information Commissioner as they will ask to see copies of these.

You can find more information about the Scottish Information Commissioner at [www.itspublicknowledge.info](http://www.itspublicknowledge.info)

You can contact the Scottish Information Commissioner using the contact details below:

The Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS

**Email:** [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

#### 9. CAN I REQUEST PERSONAL INFORMATION AS PART OF A FREEDOM OF INFORMATION REQUEST?

The Data Protection Act, 2018 gives you the right to know what information is held about you. Requests for personal information must be made in writing and are known as 'subject access requests'. You cannot ask for personal information as part of a Freedom of Information request.

You can find more information in the Redress Scotland's subject access request procedure.

#### 10. HOW DO I MAKE AN ENVIRONMENTAL INFORMATION REQUEST?

If you would like to request information about the environment, your request will be dealt with under separate environmental rules called the Environmental Information (Scotland) Regulations. Please send your request to [Information@redress.scot](mailto:Information@redress.scot).

#### 11. WHEN WILL I RECEIVE A RESPONSE TO MY ENVIRONMENTAL INFORMATION REQUEST?

Redress Scotland will check to make sure we have enough information from you in order to respond to your request. We will send you a letter within 3 working days of receiving your request to confirm we have received it. If we don't have enough information to respond to your request, we will ask you to clarify what you have asked us for.

Redress Scotland aims to provide information whenever possible. In all cases, you should receive a response from us within 20 working days of us receiving your request. However, we will contact you to explain why we may need more time to respond to your request.

#### 12. VERSION CONTROL

Version	Date	Purpose
V0.1	6 December 2021	First publication – to be reviewed

### **Redress Scotland's freedom of information request procedure**

Redress Scotland have published a publication scheme which tells you what information we publish on our website and how you can find the information easily.

If you are looking for information that is not available under the Redress Scotland publication scheme then you can request it from us as a Freedom of Information request.



### **Requesting information from Redress Scotland**

Please send your Freedom of Information request to Redress Scotland at [Information@redress.scot](mailto:Information@redress.scot) or by post to the address in this document. In your request, please include:

- your full name;
- your address, including postcode;
- full details of the information you would like from Redress Scotland; and
- a telephone number in case Redress Scotland needs to contact you about your request.



### **Providing you with a response**

Redress Scotland will contact you if we need to ask you questions about your request to make sure we have understood it correctly.

Redress Scotland will send you a letter of acknowledgement within 3 working days of receiving your request. We will tell you about any charges which may apply.

Redress Scotland will provide you with a response to your request within 20 working days. We will contact you if we require more time and explain why.



### **Request to review**

If you are unhappy with the response you receive from Redress Scotland, you can ask for a review within 40 working days of receiving our response. Redress Scotland will conduct the review.

Redress Scotland will tell you how to do this when we send you our response to your request.



### **Scottish Information Commissioner**

If you are unhappy after Redress Scotland has given you our final decision on your request for a review, you can appeal to the Scottish Information Commissioner.

Redress Scotland will tell you how to do this when we send you our final decision.