



University of East Anglia

Information Services Directorate

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26 June 2017

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_17-156)

We have now considered your request of 21 June 2017 for the following information:

I would like to request information under the Freedom of Information Act, can you please tell me for the past 5 years (running June to June) how many reported incidents or complaints were made involving students suffering relationship-based violence (e.g. domestic violence)?

If data protection laws allow it, could you please give me detail of each complaint?

Unfortunately, on this occasion it is not possible to provide any of the requested information. We have determined that the cost of finding and assembling some of the requested information will exceed the 'appropriate limit' as defined by section 12 of the Act and the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004/3244.

The 'appropriate limit' of £450, which equates to 18 hours' work, can relate to one request in its entirety or to a series of linked requests. If the University cannot locate, retrieve and extract some or all of the requested information within the 18 hours we are not obliged to retrieve any of the requested information.

None of the relevant records held actually categorise any particular incident as relationship-based violence. This includes records held by our Student Support Services unit relating to incident reporting and counselling, and our Learning and Teaching Service records of requests for the application of extenuating circumstances. In all cases, therefore, it would be necessary to review individual files. In relation to the records of requests for extenuating circumstances alone, this would involve the examination of somewhere in the range of 90,000 records which would clearly put us in excess of the appropriate limit.

In relation to records held by the Student Support Services unit, even if we were to limit our examination to records most likely to hold relevant data (e.g. appointments classed as 'abuse', 'victim of assault', 'victim of sexual assault' and 'victim of bullying/harassment'), we would need to examine some 684 separate appointments during the specified time period. In order to be within the appropriate limit, this alone would mean that we would need to spend only 1½ minutes per file, and we would not consider this practicable.

To assist you in formulating a request to which we can respond, we can only suggest that you accept figures corresponding to the categories we currently employ. This would result in a figure that would, no doubt, be in excess of what the true figure is, and would include numerous complaints that had no element of relationship-based violence within them.

You have the right of appeal against this decision. If you wish to appeal, please set out in writing your grounds of appeal and send to me at the address noted in the heading to this letter.

You must appeal our decision within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

David Palmer
Information Policy and Compliance Manager
University of East Anglia