



University of East Anglia

Information Services Directorate



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21 June 2017

Dear 

**Freedom of Information Act 2000 – Information request (ref: FOI\_17-143)**

Thank you for your request of 9 June 2017 for the following information the average waiting time for students using counselling services at the University.

On this occasion it is not possible to provide the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm that the University does not hold information on the average waiting time for an appointment for years 2014/15 onwards. This is the result of a change in the way UEA recorded, logged and reported on appointments.

We hope this response will meet your requirements, however if you are not satisfied you have the right of appeal. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal 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](https://ico.org.uk/Global/contact_us), or by telephone on 0303 123 1113.

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

Yours sincerely

Ellen Paterson  
Information Policy and Compliance Manager  
University of East Anglia