



University of East Anglia

Information Services Directorate

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27 November 2017

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_17-263)

We have now considered your request of 30 October 2017 for the following information.

- 1. The number of complaints (if any) received in the last 12 months regarding the installation of gender neutral toilets across the University campus;*
- 2. The number of complaints (if any) received in the last 12 months regarding gender neutral toilets in any respect at UEA;*
- 3. If there were complaints, a list of any common themes that were present in such complaints*
- 4. Information on systems for monitoring the implementation of policies affecting the estate of UEA.'*

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 any of the information requested.

With regard to question 1-3, although the University does have toilet facilities which can be used by any person, and the University building used by the Union of UEA Students has toilets designated 'gender neutral', we have not received any written complaints about these toilets. Note that we do not currently make any record of verbal complaints. Therefore, 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 any information relating to these questions.

In relation to Question 4, we can advise that there are no specific systems for monitoring the implementation of policies which effect the University's estate, therefore we hold no relevant recorded information. Matters relating to the built environment will primarily be handled by our Estates and Buildings Division but may affect and involve any or all other departments within the University. If an instruction is received by Estates to provide advice on a University-wide policy change, Estates will review the impact of that policy and the areas that it might effect.

We hope this information 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, or by telephone on 0303 123 1113.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

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