



University of East Anglia

Information Compliance (ITCS)

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[REDACTED]

12 April 2018

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_18-065)

We have now considered your request of 13 March 2018 for the following information:

1) Have you received any complaints about academic course content between 1st September 2010 and 9th March 2018?:

a) How many?

b) What was the course title and faculty it came under?

c) What was the nature of the complaint?

d) What action was taken?

2) Between 1st September 2010 and 9th March 2018, have you:

a) Reviewed academic course content in light of complaints?

b) Changed course content in light of complaints?

*3) Do you or have you ever used 'trigger warnings' or content warnings?
Please give details*

4) Have you ever changed course content because a text or subject matter was deemed offensive or had themes that were likely to upset? Please give details.

As we have not as yet received a response to our voicemail and email request of 28 March 2018 for clarification of your request, we are proceeding on the basis of our initial understanding of your request.

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.

In particular, it would require in excess of the appropriate limit to determine if we held any information in response to questions 3 and 4 of your request. The information requested in each question is not collected or collated centrally and, assuming you mean module by 'course', we would have to manually search the records of hundreds of modules to determine if either a trigger warning had been issued or if the module content had been altered because the content had been considered offensive or likely to upset students.

The response to questions 3 and 4 is made more difficult as no time range has been given and we would need to search through all the records we hold for all the modules presented across to the University.

To assist you in formulating a request to which we can respond, we can provide a response to questions 1 and 2 if the scope of the questions is limited to formal complaints registered with the University. Unfortunately, assuming that questions 3 and 4 refer to module content, we cannot determine a way in which these questions could be altered in order to allow us to respond within the appropriate limit. Thus, in order to respond to questions 1 and 2 of your request, questions 3 and 4 would need to be withdrawn.

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

Dave Palmer
Information Policy and Compliance Manager
University of East Anglia