



University of East Anglia

Information Services Directorate

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[REDACTED]  
  
17 March 2016

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_16-056)**

Thank you for your request of 20 February 2016 for the following information:

*‘Copies of complaints or comments about prayer rooms received between January 2015 and February 2016.’*

On this occasion we have determined that the cost of finding and assembling 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.

While we appreciate your request is confined to a specific topic and timeframe, many different parts of the University could have received comments or complaints about University prayer facilities. Although we are only aware of a small number of email conversations relating to prayer facilities, we believe that to gather all potentially relevant recorded information would exceed the 18 hour limit.

The ‘complaints’ part of your request is potentially easier to manage. The University has a formal process for handling non-academic related complaints received from students and staff, and complaints from external sources are likely to be directed to specific departments. Our initial searches have not revealed any evidence of complaints handled through a formal process, however some complaints may be dealt with informally, and there is no centralised process for handling comments received about prayer facilities.

Comments may be received from applicants, students, staff, local residents or other interested parties, and could be shared with a number of potential recipients. A student, for example, may direct their comment to their Advisor, the Dean of Students’ Office, the Multifaith Centre, the Estates and Security teams, the Learning and Teaching Service and/or our Vice-Chancellor’s Office. There is no requirement for any of these areas to pass on that comment to one central service, or even log within their own department.

We would therefore need to contact all potential areas of the University in order to gather all relevant recorded information. There are a large number of Schools and administrative departments across the University<sup>1</sup>, and a number of different ways in which comments or complaints could be received or stored (e.g. in letters, paper files or email inboxes). There is no automated way of searching for and retrieving all relevant information and we believe this activity would undoubtedly exceed the 18 hours allowed under the Act.

We are sorry we cannot provide all the information you have requested but have considered what information could be provided, should you wish to submit a revised request. If you were to refine your request to comments or complaints received by a small number of specific individuals (e.g. Head(s) of department or School(s) of study), we may be able to respond in full. Similarly, we think we could respond if your request related only to formally handled complaints or comments about prayer facilities for specific faith groups.

Finally, although it is outside the timescale of your request you may also be interested in the outcome of a recent faith consultation undertaken by the University: <https://portal.uea.ac.uk/vco/faith-consultation>. In addition, the University's Student Experience Committee also discusses faith issues: <https://portal.uea.ac.uk/committee-office/uea-committees-and-boards/student-experience-committee>

We trust this explains our position, however if you are not satisfied you have the right of appeal against this response. 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.

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

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<sup>1</sup> <https://www.uea.ac.uk/faculties>, <https://portal.uea.ac.uk/a-to-z-index>