



University of East Anglia

Information Services Directorate

The Library  
University of East Anglia  
Norwich Research Park  
Norwich NR4 7TJ  
United Kingdom

Email: [foi@uea.ac.uk](mailto:foi@uea.ac.uk)  
Tel: +44 (0) 1603 592 431  
Fax: +44 (0) 1603 591 010  
Web: <http://www.uea.ac.uk>

26 July 2016

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_16-147)**

We have now considered your request of 19 July 2016 for the following information:

- *‘The number of reported racist incidents at the university for the last five years. If possible, please break down the information into annual periods and detail if the complainant and victim are students, staff members or unrelated to the institution, along with a brief description of the nature of the offence (e.g. verbal, physical abuse)*
- *The number of reported racist incidents investigated internally and/or passed onto the police*
- *Any disciplinary action or criminal procedures resulting from complaints. If possible please specify the nature of the actions (e.g. suspension, exclusion, arrest/prosecution) taken against the accused in any upheld complaints’*

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.

Reports of racist incidents may be submitted to a number of different areas of the University. We expect the following departments would receive most, if not all, formal complaints of this nature: Security Services, Learning and Teaching Services, Postgraduate Research Students Service, Human Resources Division (including Equality and Diversity) and the Dean of Students’ Office.

Incidents may be reported to one or more of these departments, and there is no central or combined means of recording incidents. As a result, any data we hold may be duplicated across departments.

Some of these departments hold records in such a way that would make it impossible to retrieve all relevant information within the 18 hour period. We can readily provide electronically recorded data for Security Services from the start of the 2013-14

academic year, however, prior to that date any security incidents are stored on paper format, unindexed and in archive storage. To obtain the requested data we would need to retrieve and manually review every incident report individually to find relevant information. Reports are completed for every potential security incident, both major and minor, and number in the thousands for the three year period 2010-11 to 2012-13.

Within our Learning and Teaching Services and Postgraduate Research Students Service, any reports of racist incidents would be held within individual paper student files, and, where the report was investigated by the University's Senate Student Disciplinary Committee (SSDC), within separate case files.

While we hold readily searchable metadata on all SSDC cases, we do not record details to show whether the case referred to a racist incident. We would therefore need to check all files for the five year period to establish whether any relevant recorded data were held. Some of these files are held in paper format in archive storage. Similarly, there is no way of extracting the requested information from the paper student files, other than a manual review of all student files for that period.

Given the large number of records involved it is difficult to estimate how long it would take to extract and collate the requested information, however we are confident that the 18 hour limit would be exceeded for these two departments alone. As such, we cannot respond to your request in full.

To assist you in formulating a revised request to which we could respond, it may be helpful to note that, in addition to the 2013-14 and 2014-15 data held by Security Services, we believe we could provide a response to your request based on data held by the Human Resources Division and the Dean of Students' Office. Our response from both departments could cover all five academic years.

We are sorry we cannot provide the requested information, but trust this letter adequately explains our position. If you are unhappy with this response you have the right of appeal. 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](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

Ellen Paterson  
Information Policy and Compliance Manager  
University of East Anglia