

## Freedom of Information Request No. 4951

Received 18/10/2018

Responded 12/10/2018

### Request/Response

- 1) Are Service Users clients customers the general public allowed to audio-visually record meeting and calls with your staff? If so, do they require permission or are they permitted to do so covertly? For eg with staff social workers police etc. **Customers can record calls or meeting but it is courtesy to advise the call or meeting is being recorded.**
- 2) Do you have any guidance or policy for the public or service users to record calls when they speak to your staff – **N/A as no call recording**
- 3) What is your organisations protocol on service users recording calls when they speak to your staff or call centres? Please provide a copy of your policy, procedure and guideline notes on this issue. **N/A as no call recording**
- 4) Do you Inform Users they can record. If the answer is no what is the reason for this please if so do send me a copy. **No we do not inform users they can record – no reason or policy with reasons exist**
- 5) Are service users made aware of their right to record the encounter, if they choose to do so? Is this reflected in you policy document on the matter? **No**
- 6) Does your organisation have an “Unacceptable Behaviour” policy? If so, please can you provide me with a copy? Regarding court staff the public or the court itself. **N/A**
- 7) If such a policy contains points of objectionable behaviour such as telephones calls being recorded by the caller due to them being not necessary or unwanted or needed, and furthermore the staff members may feel threatened or apprehensive, are you aware that denying users the right to record calls goes against the current UK laws. **N/A**
- 8) Are your policies and procedures compliant with the public right to audio-visually record encounters with your staff, without their consent? If not, will you provide appropriate training for your staff so they are fully informed of the Public right to record? If so what law guides you a link or copy please. **No current plans to update or provide staff training to inform the public.**
- 9) What is our organisations current charging policy for Freedom of Information requests (FOI) or Subject Access Requests (SAR)? If charges are applied are concessions available for those on low income or students? **No fee is charged**
- 10) What is your organisations complaints policy? Please can you forward me a copy? Does your complaints procedure permit service users evidence such as covert call recordings to form part of the investigation? **Our complaints policy is currently under review shortly to be introduced from April 2019. Details of our current procedure is found on our website <http://www.rother.gov.uk/article/178/Complaints> and <http://www.rother.gov.uk/complaints>**