

**Freedom of Information Request Reference N°: FOI 003642-18**

I write in connection with your request for information received by Suffolk Constabulary on the 5 October 2018 in which you sought access to the following information:

1. *“Do you have any guidance or policy for the public or service users to record calls when they speak to your staff or call centres do you Inform Users they can record? If the answer is no what is the reason for this please.*
2. *if You have a Unacceptable Behaviour Policy and Procedure can you tell me if one of these are to object to telephone calls being recorded by the caller due to it being not necessary or unwanted or indeed the staff member feels threatened can you explain why you would have such Unacceptable Behaviour Policy and Procedure that goes against current uk law.*
3. *Are your staff the majority of them who answer public calls or when meeting a member of public are staff aware of the policies and the laws ref telephone recordings using the relevant laws laid down by legislation. if the answer is no why not.*

4. *If you have no policy advice or framework for the above will you develop a policy etc.*

*Will you encourage the public to record a 2 way conversation if the answer is no why not.*

5. *What are your organizations views on charging the public in FOI requests and data protection and subject access requests should their information request be free.*

*What happens in a situation a benefit claimant or non-waged person needs information what do you do to help them or someone who has no spare income.*

*Is it fair if the public record you then they should charge you for a copy of the recording or video the same fee you charge them.*

*Any tips and comments will help the public understand the uks public servants and business policies ref this subject.*

6. *What do you do and what is your policy when a serious complaint against a staff member is made when a person complains about wrong doing and has evidence of foul play in your organization will you accept covertly or permission based Audio or video evidence in the case.*

*Do you Fully investigate under public interest laws and take note of any criminal charges. If the answer is no why not.”*

**Response to your Request**

The response provided below is correct as of 18 October 2018

Suffolk Constabulary has considered your request for information and the response is below.



Suffolk Constabulary has responded in accordance with information that is held. The Constabulary is under no obligation to create information or provide an opinion, for the purpose of answering a request for information.

1. Suffolk Constabulary has no formal policy about service users recording an interaction by police.
2. Suffolk Constabulary has no formal policy concerning unacceptable behaviour.
3. The Constabulary records conversation to and out of our Contact and Control Room. The recorded in are used for investigation and training purposes and retained in accordance with Data Protection Legislation.
4. There are no plans to develop a policy on service user recording an interaction.
5. This is not a valid question under the FOIA as it is asking for opinions that are not recorded.

Information concerning fees and charges can be found on the Information Commissioners Website:

[https://ico.org.uk/media/1635/fees\\_cost\\_of\\_compliance\\_exceeds\\_appropriate\\_limit.pdf](https://ico.org.uk/media/1635/fees_cost_of_compliance_exceeds_appropriate_limit.pdf)  
<https://ico.org.uk/your-data-matters/your-right-of-access/>

6. All public complaints are managed in accordance with the Independent Office of Police Conduct (IOPC) Guidance, which sets out the framework for dealing with a complaint and ensuring our compliance under section 22 of the Police Reform Act (PRA) 2002. PRA 2002 places an obligation on the appropriate authority to make a recording decision based on the information provided by the complainant and any supporting evidence which they have included, such as audio or video evidence will also be reviewed as part of that process.

Should you have any further queries concerning this request, please contact Clair Pack, FOI Decision Maker, quoting the reference number shown above.

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;  
<http://www.opsi.gov.uk/>

Suffolk Constabulary is not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.



Your Right to Request a Review of Decisions Made Under the Terms of the  
Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask Suffolk Constabulary to review their decision.

Ask Suffolk Constabulary to look at the decision again.

If you are dissatisfied with the decision made by Suffolk Constabulary under the Freedom of Information Act (2000), regarding access to information, you must notify Suffolk Constabulary that you are requesting a review within 40 working days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker  
Information Management Department  
Suffolk Constabulary  
Police Headquarters  
Martlesham Heath  
Ipswich  
Suffolk  
IP5 3QS  
OR  
Email: [information@suffolk.pnn.police.uk](mailto:information@suffolk.pnn.police.uk)*

In all possible circumstances Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Suffolk Constabulary, if you are still dissatisfied with the decision, you can apply to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at [www.ico.org.uk](http://www.ico.org.uk) or contact them at the address shown below:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Telephone: 01625 545 700