



NATIONAL
EMPLOYMENT
SAVINGS TRUST



Freedom of Information

Guidance for applicants

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Introduction

NEST Corporation is a public authority in its role as a non-departmental public body (NDPB). The Freedom of Information Act 2000 gives any person of any nationality, anywhere in the world, the right of access to official information held by public authorities.

This right is subject to certain exemptions.

The Act also provides you with the right to be told whether the information you want exists or not, but this right is also subject to certain exemptions.

What information is covered by the Freedom of Information Act?

Information held by NEST Corporation as a public authority in its role as a NDPB.

How do I make a request for information under the Freedom of Information Act?

Your request for information must:

- be in writing
- be in a permanent form, including email
- give your name for reply
- give an address for correspondence - an email address is acceptable
- describe the information requested as far as you possibly can.

Please send your request to:

secretariat@nestcorporation.org.uk

or

Freedom of Information requests
Secretariat
NEST Corporation
St Dunstan's House
201-211 Borough High Street
London SE1 1JA

How long will I need to wait for a reply?

A reply should be sent to you within 20 working days of NEST Corporation receiving your request.

If your request is complicated we may need longer than 20 working days, but if this is the case we will let you know within the original 20 day period and will keep you informed of the progress of your request.

Please be as clear as possible about what you want

We will be able to deal with your request most efficiently if we have a clear understanding of what you want. Please be as specific as possible. The Information Commissioner has produced some helpful guidance about making requests.

We may need to contact you to clarify your request before we are able to answer it. We will do this by telephone, email or letter, depending on the contact details you supplied when you sent your request.

In most cases if we do need to contact you to clarify your request, the 20 working day deadline to respond to your request will only start when we are clear about what you require.

The format of the response

Requests can be met in a variety of ways, such as providing a copy of the original document either electronically or in hard copy, providing a summary of the information or by arranging for the applicant to visit NEST Corporation to read the documents.

Where possible, the information will be provided in the format that you request.

Can you refuse to give me the information I ask for?

Yes, in certain circumstances, which are set out below.

Exemptions

The FoI Act contains a number of exemptions to the right of access to information. The exemptions allow some information to be withheld.

Most exemptions have to be considered in two stages:

1. Does the exemption apply to part or all of the information requested?
2. If the exemption does apply, is the public interest better served by withholding the information than by releasing it?

However some information is covered by what is known as an absolute exemption. In these cases it is not necessary to consider whether there is a public interest in disclosure.

Further information on the exemptions can be found on the Information Commissioner's website.

Charges

NEST Corporation policy is to release information without charging a fee when possible. However, if it will cost us more than £450 to find the information and prepare it for release, we can turn down your request, or ask you to narrow it down so that it does not exceed the £450 limit.

In the event that we decide to charge you, we will advise you fully before we continue with your request.

We will calculate any charges in line with the Freedom of Information Fees Regulations.

Information not held by NEST Corporation

If we do not hold the information you asked for but believe that another public authority does, we will give you the details on how you can contact it to request the information.

How can I complain if you have not provided the information I requested?

If you are not happy with the outcome of your request, you can ask us to reconsider your request, how it was handled and our decision.

We hope we can resolve most complaints on an informal basis.

As such we ask you first to contact the person at NEST Corporation who originally handled your enquiry.

They will try to address your complaint informally and must respond to your complaint within 20 working days.

What if I am dissatisfied with the outcome, or I don't receive a response within 20 working days?

You are entitled to make a formal complaint and to have the case reviewed.

Internal review

If you are dissatisfied with the outcome of an informal complaint, you may request an internal review. You should do this within two months of receiving our original response to your request.

You should make the request in writing, including by email, either to the person who responded to your request or by writing to:

secretariat@nestcorporation.org.uk

or

Freedom of Information requests
Secretariat
NEST Corporation
St Dunstan's House
201-211 Borough High Street
London
SE1 1JA

Your complaint will be acknowledged within five working days.

A senior member of NEST Corporation staff who was not part of the original decision making process will then undertake an internal review.

They will look at all aspects of your request again and inform you of their new decision.

This decision may support the original, may overturn it or may provide you with new information.

A reply should be sent to you within 20 working days, although we may need to take longer if certain exemptions from disclosure apply.

If we need more time to carry out the review, we will contact you and give you an estimate of when you will receive a response.

Where we find that our procedures have not been followed correctly, we will let you know what steps we are taking to make sure that similar errors do not happen again.

Review by the Information Commissioner

Following our internal review if you are still not satisfied, or if we have not been able to resolve your complaint, you can contact the Information Commissioner to ask it to investigate the issue.

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 544700
Fax: 01625 524510

Email: mail@ico.gsi.gov.uk

Website: www.informationcommissioner.gov.uk