

# Freedom of Information

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At First Contact Clinical, we are committed to being open and transparent about what we do. This leaflet explains your rights under the Freedom of Information Act 2000, and how to request information from us.

## What is the Freedom of Information Act?

The Freedom of Information (FOI) Act gives everyone the right to ask for information from public bodies, including organisations like ours that provide NHS-funded services.

You can ask us about things like:

- The services we provide
- How we are funded
- Policies and procedures
- Meeting minutes or reports
- Contracts and spending over a certain amount

## What Information Can I Request?

You can request any recorded information we hold — unless it is:

- Personal or medical information about someone (this is covered by data protection laws)
- Confidential or commercially sensitive
- Exempt under law for reasons like public safety or legal privilege

If your request is about your own health records, please ask us for a Subject Access Request instead.

## How Do I Make a Request?

You can make an FOI request by contacting us via:

### Contact us

If you need this leaflet in a different format or have questions:

First Contact Clinical  
Business Works, South Shields  
Henry Robson Way,  
South Shields,  
NE33 1RF  
Email: [enquiries@firstcontactclinical.co.uk](mailto:enquiries@firstcontactclinical.co.uk)  
Tel: 0191 432 9838

Your request must:

- Be in writing (email or post)
- Include your name and contact address
- Clearly describe the information you are asking for

## What Happens Next?

- We will respond within 20 working days
- We'll tell you if we have the information and how you can access it
- If we can't give it to you, we'll explain why (e.g. legal exemption)

## Is There a Cost?

Most requests are free. If the request takes a lot of time or printing, we may charge a small fee, we'll let you know first.

## Unhappy With Our Response?

If you're not satisfied with our reply, you can ask us to review our decision. If you're still unhappy, you can contact the Information Commissioner's Office:

 [www.ico.org.uk](https://www.ico.org.uk)  0303 123 1113