



## Freedom of Information and Access to Information

How to request recorded organisational information

Last updated: 30 June 2026 | Review date: 30 June 2027

First Contact Clinical is committed to being open and transparent about what we do. This leaflet explains how to ask for recorded organisational information, and when a request may need to be handled by us, by a commissioner or public authority, or as a data protection request.

### What can I ask for?

You can ask about recorded information such as:

- The services we provide
- Policies and procedures
- Reports or service information, where available
- Funding, contracts or spending information where this can be shared
- Information we hold on behalf of a public authority or commissioned service, where applicable

### What information is not covered?

- Your own personal or health information. This should be requested through a Subject Access Request.
- Someone else's personal or medical information.
- Information that is confidential, commercially sensitive or legally protected.
- Information we do not hold. If another organisation is responsible for the information, we will tell you where we can.

### How do I make a request?

Please make your request in writing by email or post. Your request should include your name, a contact address or email address, and a clear description of the information you are asking for.

### Contact us

#### 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

### What happens next?

- We will consider whether we hold the information and whether it can be shared.
- Where the information is held by another organisation or public authority, we may signpost you to them.
- We will normally respond within 20 working days where the request is handled as a Freedom of Information request.
- If we cannot provide the information, we will explain why.

## **Is there a cost?**

Most requests are free. If there is a charge for copying, printing, postage or a request that would take significant time to deal with, we will tell you before going ahead.

## **If you are unhappy with our response**

Please contact us first and ask for the response to be reviewed. If you remain unhappy, you may be able to contact the Information Commissioner's Office.

- Information Commissioner's Office
- Website: [www.ico.org.uk](http://www.ico.org.uk)
- Telephone: 0303 123 1113