

### **Policy for dealing with vexatious and repeated requests.**

Under the Freedom of Information Act, a request must be made in writing.

This could be a letter or email.

Requests can also be made via the web, or even on social networking sites such as Facebook or Twitter if your public authority uses these.

The request must be made in the requester's real name.

You can refuse to comply with a request that is vexatious. If so, you do not have to comply with any part of it, or even confirm or deny whether you hold information. When assessing whether a request is vexatious, the Act permits you to take into account the context and history of a request, including the identity of the requester and your previous contact with them. The decision to refuse a request often follows a long series of requests and correspondence.

The key question is whether the request is likely to cause a disproportionate or unjustifiable level of distress, disruption or irritation.

Adopted 12<sup>th</sup> November 2024.