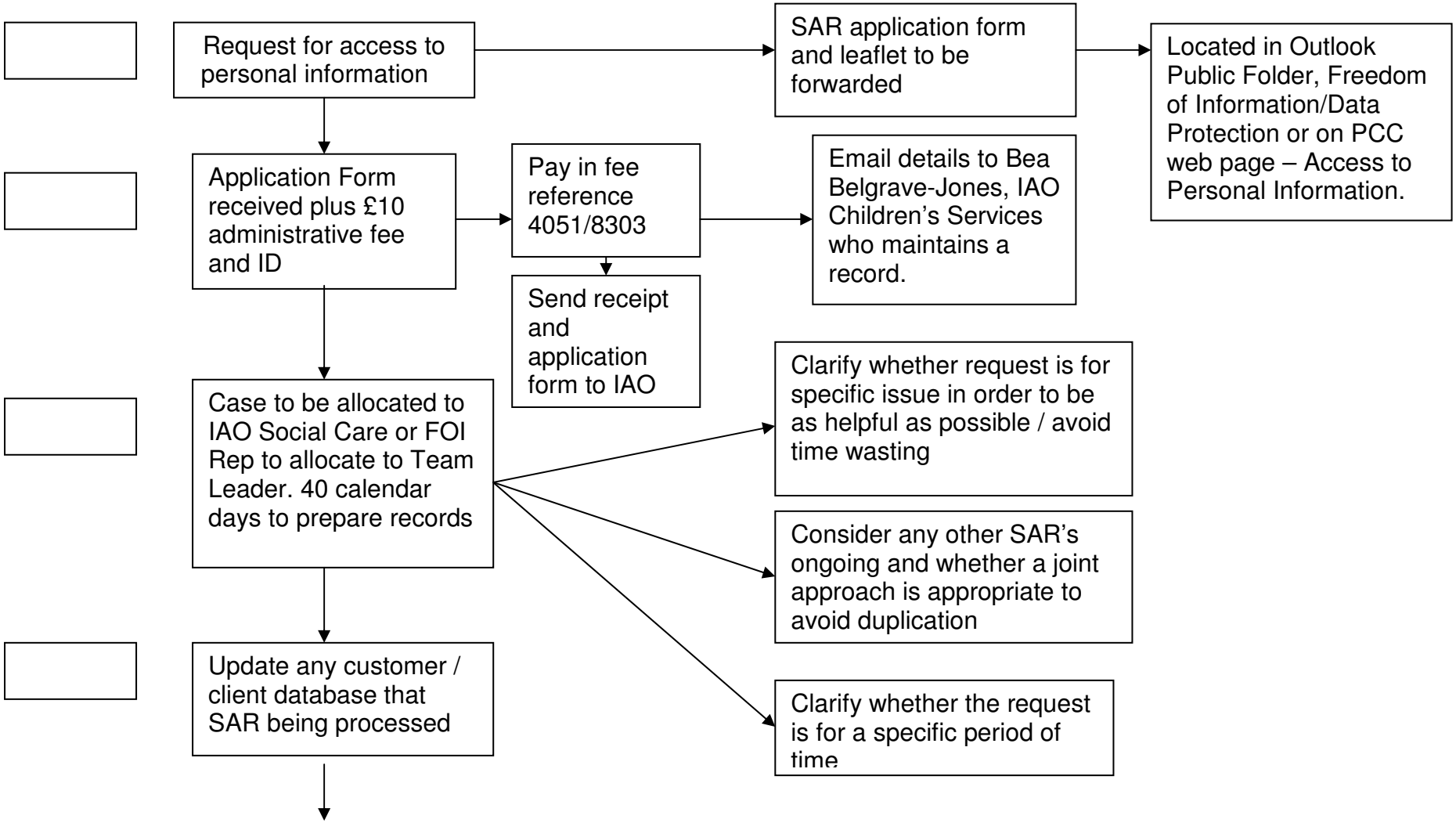
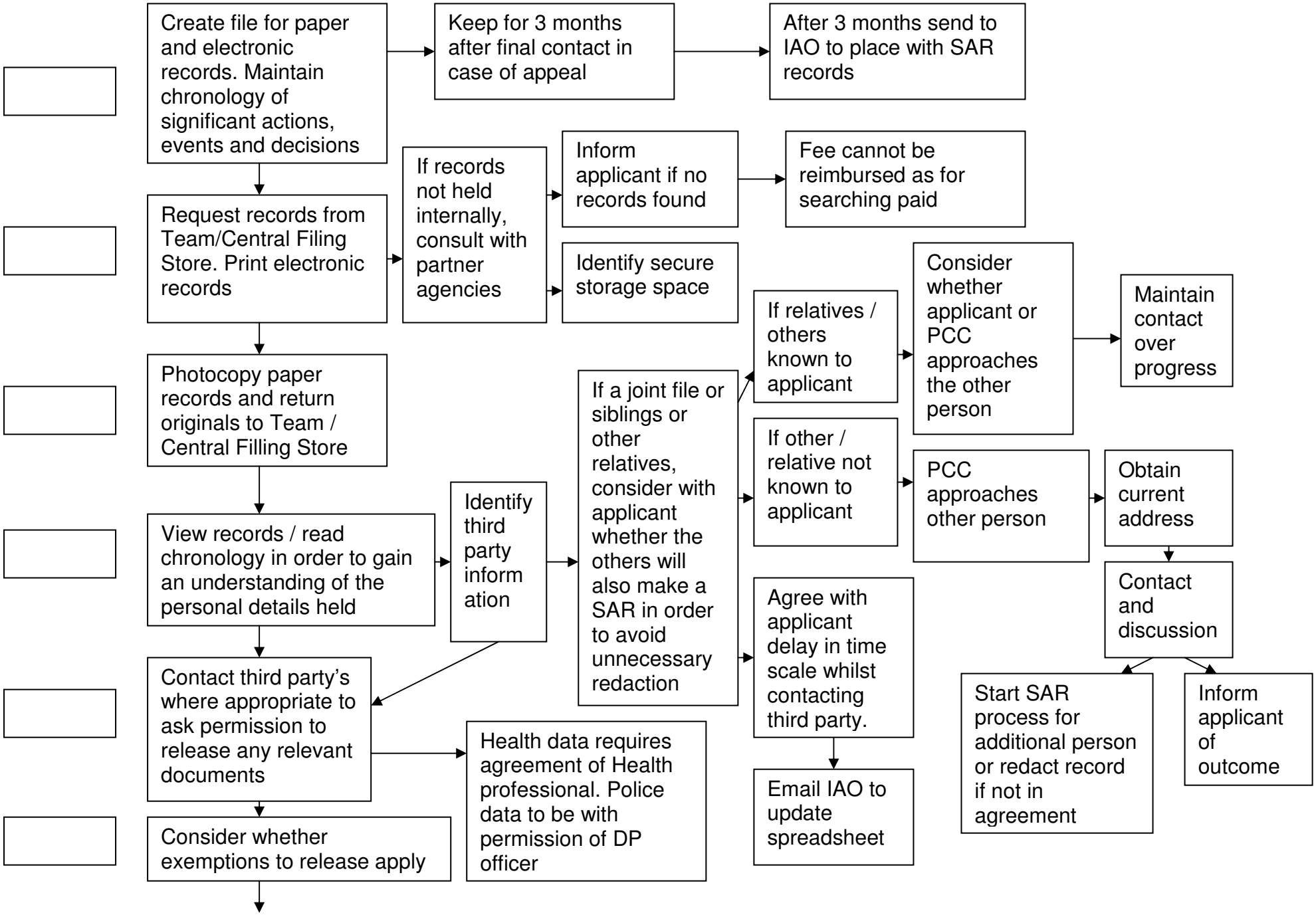
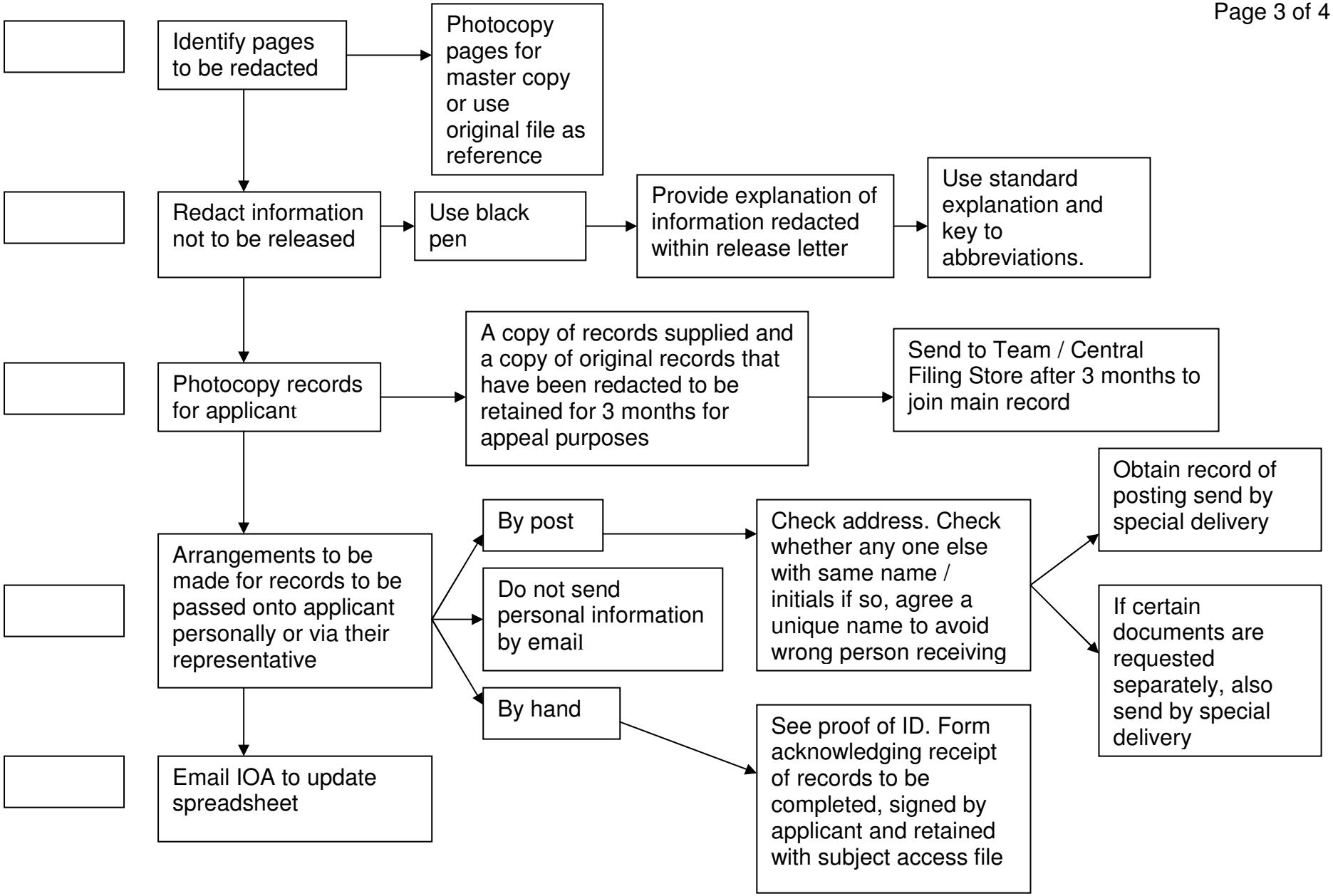
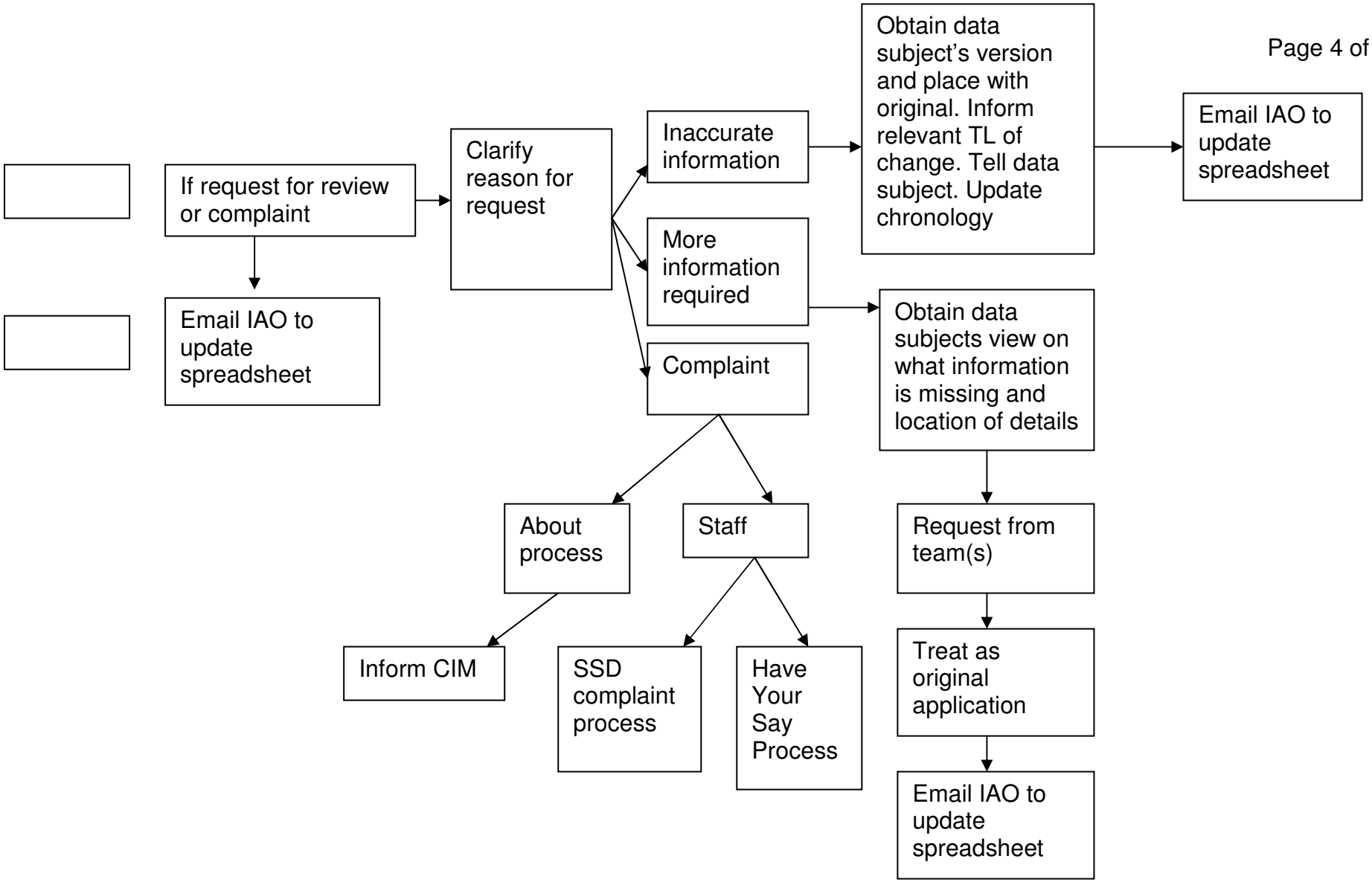
Case Name:……Case No. ……Name of worker: ……

Date Completed:




Create file for paper and electronic records. Maintain chronology of significant actions, events and decisions
Keep for 3 months after final contact in case of appeal
After 3 months send to IAO to place with SAR records
Request records from Team/Central Filing Store. Print electronic records
If records not held internally, consult with partner agencies
Inform applicant if no records found
Fee cannot be reimbursed as for searching paid
Identify secure storage space
Photocopy paper records and return originals to Team / Central Filling Store
View records / read chronology in order to gain an understanding of the personal details held
Identify third party inform ation
If a joint file or siblings or other relatives, consider with applicant whether the others will also make a SAR in order to avoid unnecessary redaction
If relatives / others known to applicant
Consider whether applicant or PCC approaches the other person
Maintain contact over progress
If other / relative not known to applicant
PCC approaches other person
Obtain current address
Contact and discussion
Start SAR process for additional person or redact record if not in agreement
Inform applicant of outcome
Agree with applicant delay in time scale whilst contacting third party.
Email IAO to update spreadsheet
Contact third party's where appropriate to ask permission to release any relevant documents
Health data requires agreement of Health professional. Police data to be with permission of DP officer
Consider whether exemptions to release apply


Identify pages to be redacted
Photocopy pages for master copy or use original file as reference
Redact information not to be released
Use black pen
Provide explanation of information redacted within release letter
Use standard explanation and key to abbreviations.
Photocopy records for applicant
A copy of records supplied and a copy of original records that have been redacted to be retained for 3 months for appeal purposes
Send to Team / Central Filing Store after 3 months to join main record
Arrangements to be made for records to be passed onto applicant personally or via their representative
By post
Do not send personal information by email
By hand
Check address. Check whether any one else with same name / initials if so, agree a unique name to avoid wrong person receiving
Obtain record of posting send by special delivery
If certain documents are requested separately, also send by special delivery
See proof of ID. Form acknowledging receipt of records to be completed, signed by applicant and retained with subject access file
Email IOA to update spreadsheet


If request for review or complaint
Email IAO to update spreadsheet
Clarify reason for request
Inaccurate information
More information required
Complaint
Obtain data subject's version and place with original. Inform relevant TL of change. Tell data subject. Update chronology
Email IAO to update spreadsheet
Obtain data subjects view on what information is missing and location of details
Request from team(s)
Treat as original application
Email IAO to update spreadsheet
About process
Staff
Inform CIM
SSD complaint process
Have Your Say Process