

# Open Information Policy

## Introduction

Conciliation Resources is committed to being transparent and accountable in its work and reporting to all its stakeholders. We share information in many ways and with many people and the aim of this policy is to provide guidance on where and how information is published and how it may be requested from Conciliation Resources.

## Conciliation Resources and the Freedom of Information Act 2000

Conciliation Resources is a charity registered with the Charity Commission of England and Wales and a company limited by guarantee in the United Kingdom but is not a public body and as such is not directly subject to the UK Freedom of Information Act 2000 ("FOI"). However, where Conciliation Resources is funded by the UK Government we are bound by their legal obligations including those of the FOI Act. In framing this policy we have retained the general operating assumption of the Act, that information should be disclosed unless there is a compelling reason for non-disclosure or the cost of disclosure is disproportionate.

## What Information is published and where

Conciliation Resources publishes a large amount of information on its website [www.c-r.org](http://www.c-r.org) and encourages its partners to do the same in the countries and communities in which they operate making it as accessible as possible. We are always seeking to provide additional information to help develop the understanding of our work, the field in which we operate and the successes we have.

Conciliation Resources will proactively publish information under the [International Aid Transparency Initiative](#) or on request or give reasons for any decision not to disclose.

## How to make a request

If you are not able to find the information you are seeking using the reference sources below you can write with your request to the Company Secretary of Conciliation Resources at Burghley Yard, 106 Burghley Road, London NW5 1AL or email your request to [inforequest@c-r.org](mailto:inforequest@c-r.org) ensuring you include:

Your name.

Your address where you can be contacted.

Your request for information – please ensure it is as specific as possible to prevent us having to seek clarification from you.

The means of communicating the disclosure to you – for instance by email or letter.

If your request to Conciliation Resources is about information on yourself, the request will be handled under the Data Protection Act and we have up to 40 calendar days to respond to any request made provided no exemptions apply.

The maximum fee Conciliation Resources can charge for providing information that is processed by an automated means (e.g. on computer) is £10. Where information is held manually or a combination of manual and automated records, the maximum fee we can charge is £50.

## How long will it take to respond to a request?

In line with the requirements laid down in the FOI Act, Conciliation Resources will respond to any reasonable request within 20 working days starting from the day following receipt of any information request, unless there is a reason not to. Where clarification on any request is needed, the 20 working day count will be paused until Conciliation Resources has sufficient clarity to be able to answer the request at which point the 20 working day count will restart. If the request needs to be passed to another organisation to respond, the 20 working days will start from the day following receipt by that organisation provided they do not need to seek clarification on the request. If Conciliation Resources passes a request for information to another organisation, then that organisation becomes responsible for responding to that request.

## Can the disclosed information be used?

Many of Conciliation Resources' publications are copyright; they may be used for advocacy and non-commercial teaching without fee, but should not be used for resale. Any request to reproduce copyright material (except as allowed under any applicable legal exceptions to copyright law) should be referred to [permissions@c-r.org](mailto:permissions@c-r.org).

## What information is not disclosed?

Conciliation Resources does not disclose everything. The following are categories where information will not be disclosed:

### **Personal Information**

Conciliation Resources will not disclose information that is private to the individuals concerned.

### **Security and Safety**

Conciliation Resources will not disclose information where we consider such disclosure could jeopardise our ability to operate or the safety of our staff, consultants or partners.

### **Confidential and Commercially Sensitive Information**

Conciliation Resources will not disclose information that may be considered confidential because of legal, commercial or contractual reasons or where early disclosure may negatively impact work Conciliation Resources is planning to carry out.

Any information or materials that are provided to Conciliation Resources and are subject to a Non Disclosure Agreement will not be disclosed unless we have prior permission to release such information or materials from the other parties to that Non Disclosure Agreement.

### **Internal documents, working papers and other items**

Where Conciliation Resources considers the work involved in disclosure is disproportionate to the benefit to be gained by non-disclosure, it will generally not publish internal papers on the future direction of the organisation in general or specific areas of work in particular that it considers to be incomplete, unfinished or have not been signed off within Conciliation Resources.

### **Harm to Conciliation Resources**

Conciliation Resources will not disclose anything that could be used to threaten the safety of the partners and people with whom we work or seriously damage the organisation's reputation, charitable interests or that could compromise its ability to raise funds.

### **Cost of Preparation and Disbursement Costs**

Conciliation Resources has to monitor costs and operate within its capacity to respond to requests. This may limit the answers we are able to provide. For this reason Conciliation Resources retains the right to determine how much or how little information it is able to provide in response to any query. If we believe the cost in locating and providing the information requested will be more than £450 we may turn aside your request, ask you to reframe your request or offer to make the information available to you if you are prepared to pay the full cost.<sup>1</sup> If a charge is to be made, confirmation of the payment due will be given, and may be requested, before the information is provided.

Conciliation Resources is allowed to fully charge disbursement costs which are the costs of:

- Informing you that information is or is not held.
- Communicating the information to you including photocopying, postage and packaging and the medium of communication (e.g. CD or DVD).

Disbursement costs of less than £10 are not charged.

### **Multiple Requests**

Where a person or organisation makes multiple requests for information where Conciliation Resources considers there is no discernible public benefit arising from such requests, it may decide not to spend time responding to the multiple requests. Any such decision will be taken by the Company Secretary and is subject to review by the Executive Director.

### **Offensive Requests**

If any person or organisation makes a request in an offensive manner, or has been abusive to Conciliation Resources' staff or volunteers, we may decline to engage in correspondence with that person or organisation.

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<sup>1</sup> In responding to a request for information we are allowed to take into account the estimated costs of preparation. These consist of the estimated expenditure on: a) determining whether we hold the requested information; b) locating and retrieving the information; c) extracting, first reading of, summarising or editing the information. In estimating the costs of preparation we are allowed to take into account staff costs at an hourly rate of £25 up to a maximum of £450.

## Appeals Process

A review of a non-disclosure decision under this policy can be made to the Company Secretary of Conciliation Resources who will, along with the Executive Director and Chair of the Board, review the decision and communicate the outcome of the review to the person or organisation making the appeal request. As Conciliation Resources is not a public body any decision will be final and there is, currently, no right of appeal to the Information Commissioner.

If you are not satisfied with the outcome you can write to the Charity Commission of England and Wales whose contact details can be found at [www.charity-commission.gov.uk](http://www.charity-commission.gov.uk).

END / March 2016

## Sources of Information

<p>About Conciliation Resources</p> <ul style="list-style-type: none"> <li>- Vision &amp; Mission</li> <li>- Impact</li> <li>- Background</li> <li>- Funding</li> <li>- Partners</li> <li>- Board Members</li> <li>- Staff Members</li> </ul>	<a href="http://www.c-r.org/about">http://www.c-r.org/about</a>
About Conciliation Resources' work	<a href="http://www.c-r.org/our-work">http://www.c-r.org/our-work</a>
Accord: an international review of peace initiatives	<a href="http://www.c-r.org/accord">http://www.c-r.org/accord</a>
Published Resources	<a href="http://www.c-r.org/resources">http://www.c-r.org/resources</a>
Organisational Policies	Currently upon request –please email <a href="mailto:cr@c-r.org">cr@c-r.org</a> with your request
Strategic Framework 2012 – 2014	<a href="http://www.c-r.org/resources/strategic-framework-2012-2014">http://www.c-r.org/resources/strategic-framework-2012-2014</a>
An Evaluation of Conciliation Resources: Decennial Review 2000 – 2010	<a href="http://www.c-r.org/resources/evaluation-conciliation-resources-decennial-review-2000%E2%80%9310-executive-summary">http://www.c-r.org/resources/evaluation-conciliation-resources-decennial-review-2000%E2%80%9310-executive-summary</a>
Financial Performance	<a href="http://www.c-r.org/resources/directors-and-trustees-report-and-accounts-year-ended-31-december-2010">http://www.c-r.org/resources/directors-and-trustees-report-and-accounts-year-ended-31-december-2010</a>  <a href="http://www.charitycommission.gov.uk/Showcharity/RegisterOfCharities/CharityWithPartB.aspx?RegisteredCharityNumber=1055436&amp;SubsidiaryNumber=0">http://www.charitycommission.gov.uk/Showcharity/RegisterOfCharities/CharityWithPartB.aspx?RegisteredCharityNumber=1055436&amp;SubsidiaryNumber=0</a>