



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

Scottish Fire and Rescue Service  
Service Delivery Area East HQ  
21 Claylands Road  
Newbridge EH28 8LF

[www.firescotland.gov.uk](http://www.firescotland.gov.uk)

Mr Lee Jefferson

Direct Line 0131 344 5006  
E-mail [Catrina.hamill@firescotland.gov.uk](mailto:Catrina.hamill@firescotland.gov.uk)  
Our Ref FOI-005196-2016  
Your Ref  
If phoning or calling ask for Catrina Hamill  
Date 21 December 2016

Dear Mr Jefferson

### **Freedom of Information Request**

Thank you for your request for information.

Your request has been processed in accordance with Freedom of Information (Scotland) Act 2002.

The system used to record and respond to Freedom of Information requests within Scottish Fire and Rescue Service is currently disabled due to technical difficulties. The ICT department are working to resolve this issue and we hope to have this resolved as soon as possible. In the interim if you wish to send a request to the SFRS please use the following email address:

[SFRS.CCandE@firescotland.gov.uk](mailto:SFRS.CCandE@firescotland.gov.uk)

In line with the terms of the Freedom of Information (Scotland) Act 2002, Scottish Fire and Rescue Service has in place a procedure by which a review of the way in which we handle requests for information can be carried out. If you are dissatisfied by the way Scottish Fire and Rescue Service have dealt with your request or about any decision made by them in connection with your request, and wish a review to be carried out, please inform me of this by 23 February 2017. In doing so, it would be helpful if you could state the matter, which has given rise to your dissatisfaction.

Staff not involved in the original decision will handle any review.

Should you not be satisfied with the outcome of our review, you will then have the right to appeal to the Scottish Information Commissioner within 6 months. The Commissioner will decide whether your request has been dealt with properly, in accordance with the Act.

The Commissioner's contact details are as follows:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews, Fife  
KY16 9DS

Telephone: 01334 464610  
Fax: 01334 464611

Cont'd/...

E-mail: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

For further details, please see the Commissioner's website at [www.itspublicknowledge.info](http://www.itspublicknowledge.info).

Yours sincerely

Catrina Hamill  
Data Protection/Freedom of Information Officer