

Freedom of Information Act 2000 (Section 50)

Decision Notice

Date: 27 September 2010

Public Authority: Queen Mary, University of London
Address: 327 Mile End Road
London
E1 4NS

Summary

The complainant made a request for information to Queen Mary, University of London ("QMUL") on 25 January 2010 for the date QMUL validated its admissions policy with regard to applicants with disabilities, learning difficulties and chronic medical conditions. QMUL did not respond to his request because it believed the request to be vexatious and applied section 17(6) of the Freedom of Information Act 2000 (the "Act") on the grounds that it had applied section 14(1) to a request made previously on 19 January 2010. The Commissioner has considered the background leading up to this request and has decided that QMUL correctly applied section 14(1) to the request for information. However, he also found that QMUL incorrectly applied 17(6) to this request within the context of the previous section 14(1) notice that had been considered by the Commissioner under reference FS50296057. As a result the Commissioner has found QMUL to be in breach of section 17(5).

The Commissioner's Role

1. The Commissioner's duty is to decide whether a request for information made to a public authority has been dealt with in accordance with the requirements of Part 1 of the Freedom of Information Act 2000 (the "Act"). This Notice sets out his decision.

Background

2. The Commissioner has been informed of the following by Queen Mary, University of London (QMUL):
 - That the complainant had been accepted by QMUL as a transfer student from another university
 - That this offer was based on certain conditions being met
 - That the complainant did not meet those conditions and the offer was withdrawn on 6 August 2008
 - That the complainant then appealed against this decision by his previous university
 - That he was informed in July 2009 that QMUL no longer accepted such transfers
 - That the complainant then appealed QMUL's decision in July/August 2009
 - That the complainant's first FOI request to QMUL was made on 25 September 2009.

The Request

3. On 25 January 2010 the complainant made the following request for information:
 - *With respect to the following **QMUL Admissions Policy Document: APPLICANTS WITH DISABILITIES, LEARNING DIFFICULTIES, CHRONIC OR MEDICAL CONDITIONS***
 - ***Please clarify from what date this QMUL Admissions Policy Document was valid?***
4. This request does not appear to have received a response and the complainant queried the lack of response to his request, stating that QMUL must have received it as he stated that it had been copied back to him in an email of 27 January 2010 (the Commissioner has not been provided with the 27 January 2010 email). QMUL replied on 24 February explaining that it had no record of the request and inviting him to resubmit the request.
5. When the request was resubmitted QMUL still did not respond to it.

The Investigation

Scope of the case

6. On 28 February 2010 the complainant contacted the Commissioner to complain about the way his request for information had been handled. The complainant specifically asked the Commissioner to consider this request amongst several requests he had made to QMUL which he did not accept had been responded to fully, had not received any response, or where he disputed the response. This decision notice focuses on QMUL's failure to respond to the complainant's request of 25 January 2010. However for the reasons outlined in the Analysis section below, in reaching his decision the Commissioner has also had to take into account the Commissioner's decision in case reference FS50296057 which deals with the complainant's request of 19 January 2010.
7. The complainant also raised other issues that are not addressed in this Notice because they are not requirements of Part 1 of the Act.

Chronology

8. The Commissioner wrote to QMUL on 22 March 2010 outlining the complaint that it had failed to respond to the request of 25 January 2010.
9. On the same day QMUL responded stating that it considered the request of 25 January to be vexatious under section 14(1) of the Act and it was therefore not obliged to provide another notice to this effect. It explained that it considered section 17(6) was applicable since it had already issued a refusal notice under section 14 of the Act on 11 February 2010 to a previous request made by the complainant.

Analysis

Procedural Matters

Section 14

10. Section 14(1) of the Act states that:

"Section 1(1) does not oblige a public authority to comply with a request for information if the request is vexatious."

The full text of section 14 is available in the Legal Annex at the end of this Notice.

11. The Commissioner's approach is outlined in his guidance entitled 'Vexatious or repeated requests'¹. The guidance sets out a number of points to consider in determining whether a request is vexatious, namely that:

- it would create a significant burden in terms of expense and distraction
- it is designed to cause disruption or annoyance
- it has the effect of harassing the public authority
- it can otherwise fairly be characterised as obsessive or manifestly unreasonable
- it clearly does not have any serious purpose or value.

12. The guidance indicates that it is not necessary for all of the above criteria to be satisfied in order for a request to be deemed vexatious; indeed a strong argument in one may outweigh weaker arguments in the others. However it does state that to judge a request vexatious a public authority should usually be able to make persuasive arguments under more than one of the above bullet points. As the Information Tribunal commented in the case of *Coggins v the Information Commissioner* (EA/2007/0130)

"a decision as to whether a request is vexatious within the meaning of section 14 is a complex matter requiring the weighing in the balance of many different factors. The Tribunal is of the view that the determination whether a request was vexatious or not might not lend itself to an overly structured approach..." (paragraph 20).

13. The Commissioner further notes that the Information Tribunal in *Hossack v Department for Work and Pensions* (EA/2007/0024) at paragraph 11 stated that the threshold for finding a request vexatious need not be set too high as the consequences are much less serious than the finding of vexatious conduct in other legal contexts.

14. In *David Gowers v Information Commissioner* (EA/2007/0114), the Information Tribunal noted that when considering section 14:

¹ Found

at: http://www.ico.gov.uk/upload/documents/library/freedom_of_information/detailed_specialist_guides/awareness_guidance_22_vexatious_and_repeated_requests_final.pdf

"The proper inquiry must be as to the likely effect of the request on a reasonable public authority. In other words, the standard to be applied is an objective one"

In doing so the Commissioner can therefore consider the context and history of a request in addition to the request itself in relation to one or more of the five bullet points listed in paragraph 11.

15. The Commissioner has considered QMUL's arguments in support of the request it refused on 19 January 2010 under section 14(1). This led to its decision to apply section 17(6) regarding the 25 January 2010 request. In doing so the Commissioner has taken note of all of the correspondence and contact between the complainant and QMUL from July 2009 up to the date of the request of 25 January 2010.

Can the request fairly be characterised as obsessive or manifestly unreasonable?

16. In the Commissioner's view, the test to apply here is one of reasonableness. In other words, would a reasonable person describe the request as obsessive or manifestly unreasonable?
17. In assessing whether a request can be deemed obsessive or manifestly unreasonable, a public authority may take into account previous knowledge it has of the requestor as well as previous grievances, disputes or complaints involving the requestor (see paragraph 21).
18. QMUL has explained that the complainant's "grievance" has been fully investigated. Although his appeal has been completed the complainant has continued to email members of staff and submit FOI requests. This request in itself may not be vexatious but seen in the context of the number of emails sent and external people copied in QMUL considers this alters its complexion.
19. QMUL has asserted that many of the complainant's emails are long and accusatory, though many of these are not FOI requests they are intertwined with them. The emails sent by the complainant relate in detail to policies and/or procedures. These emails also reference previous emails which have been pasted onto the new emails in an obsessive and repetitive manner. Similarly the complainant replies to an FOI response, sometimes straight away, with supplementary requests or accusations. QMUL states that the complainant has exhausted every avenue of appeal. By this QMUL would appear to be referring to the fact that, although the complainant only had recourse to QMUL's internal system of appeal as his status was pre-student, it

was aware that the complainant had appealed against his previous university (see Background).

20. QMUL does not believe that any information had been withheld from the complainant prior to the decision to apply section 14, other than some incorrect information that was sent as the result of a misunderstanding as to what the request alluded to. The complainant has accused QMUL of deliberately withholding information though QMUL has stressed that the offer of a place was conditional and withdrawn legitimately.
21. The Commissioner notes that a factor in considering whether a request is vexatious can, in some circumstances, be the person who is making it. This is illustrated in the Tribunal comments in *Welsh & the Information Commissioner (EA/2007/0088)* *"...it is possible for a request to be valid if made by one person, but vexatious if made by another, valid if made to one person, vexatious if made to another..."* (paragraph 21) and similarly in *Gowers & the London Borough of Camden* at paragraph 29 *"...it is not only the request itself that must be examined, but also its context and history"*.
22. The Commissioner accepts that there is often a fine line between obsession and persistence and each case must be considered on its own facts. In this case, taking into account the context and background to the request, and the fact that the complainant's grievance had been fully investigated and the appeal process completed prior to the request of 25 January 2010, the Commissioner considers that the request can fairly be seen as obsessive.
23. In this case, the Commissioner is persuaded by QMUL's argument in its application of section 14(1) previously that the complainant's persistence would appear to be based on a grievance which could be classed as obsessive when placed in context. In view of this he accepts QMUL's contention that it has tried to comply with the complainant's previous requests but that the volume of correspondence and requests has become obsessive.

Would the request have the effect of harassing the public authority?

24. The complainant has been contacting members of QMUL staff – QMUL estimates the figure at 22 - over several months from July 2009. At least 16 outside parties have been copied into these emails. QMUL has suggested that this may be an attempt by the complainant to elicit some contradiction or admission of error upon which to seize. QMUL also estimates that 37 emails were sent between July and November 2009 alone and these figures do not include FOI requests or follow-ups.

Ten FOI requests had been submitted prior to 19 January 2010 plus many follow-ups which were not treated as new requests. Some members of staff have been distressed by accusations of discrimination and threats of legal action by the complainant. Additionally two members of QMUL staff have professed the view that they consider these emails to be harassment.

25. The Commissioner considers that QMUL has provided enough evidence in terms of the complainant's proliferation of emails and requests to members of staff, to indicate strongly the requests and correspondence had the effect of harassing QMUL at the point at which this request was sent on 25 January 2010. Furthermore, taking into account the fact that every appeal avenue open to the complainant seems to have now been exhausted, for example, the grievance had been fully investigated and the appeal completed prior to the request on 25 January 2010, the Commissioner considers this request to be a continuation of the complainant's focus on the refusal to be accepted into QMUL's medical school. This attempt to keep reopening the issue did have the effect in the Commissioner's view of harassing QMUL.

Would complying with the request create a significant burden in terms of expense and distraction?

26. QMUL has made no claim regarding whether complying with this request would create a significant burden in terms of expense and distraction as it has not engaged with the request at all, relying on section 17(6).
27. As a result, the Commissioner has not considered whether this request for information would or would not create a significant burden in terms of expense and distraction.

Is the request designed to cause disruption or annoyance?

28. QMUL believes that the requests are "*ultimately designed for these purposes though only in part*". In other words QMUL has found that some responses to requests have supplementary questions asked months later. Other requests have been "frivolous" and an example was provided of asking for the Principal and other members of staff's registration details with the GMC. Although QMUL has used the term "frivolous" the Commissioner is looking at whether the request is "vexatious".
29. The Commissioner considers that there is insufficient evidence to establish whether the request was designed to cause disruption or annoyance. The fact that some requests prior to this request have

been considered to be frivolous or annoying is a matter of interpretation and does not lead the Commissioner to conclude that the request of 25 January 2010 was designed to cause disruption or annoyance.

Does the request lack any serious purpose or value?

- 30. Many of the requests and emails that preceded this request were designed to build a case or show that a policy was not in place, or that a procedure was not being followed, or to raise questions concerning a member of staff's qualifications.
- 31. Although this request for information would appear to be part of the same pattern, the Commissioner cannot conclude that this request lacks serious purpose or value.

Conclusion

- 32. As explained previously it is not necessary for every factor relevant to vexatious requests to be satisfied in order to refuse a request on the basis of section 14(1). In this case the Commissioner considers that there are sufficient grounds to justify upholding the application of section 14(1) on the basis of the two factors mentioned above. The Commissioner is satisfied that, when taken in the context of previous correspondence, the cumulative effect of the requests was vexatious by the point at which this request for information was made on 25 January 2010. He also accepts that, though the complainant had a serious purpose in making this request, this was outweighed by the fact that his previous requests had already had the effect of harassing QMUL. The Commissioner accepts the assertion that the quantity and frequency of communications made by the complainant could be construed as obsessive.

Section 17

- 33. For the full text of section 17 see the Legal Annex.
- 34. Section 17(5) provides that when a public authority "is relying on a claim that section 12 or 14 applies must, within the time for complying with section 1(1), give the applicant a notice stating that fact".
- 35. Section 17(6) states that:
 - "(6) Subsection (5) does not apply where-
 - (a) the public authority is relying on a claim that section 14

applies,

(b) the authority has given the applicant a notice, in relation to a previous request for information, stating that it is relying on such a claim, and

(c) it would in all the circumstances be unreasonable to expect the authority to serve a further notice under subsection (5) in relation to the current request.

36. The Commissioner accepts that QMUL had issued the complainant with a notice in accordance with section 17(5) regarding the request made on 19 January 2010 stating that it considered section 14(1) applied. His decision in that case under reference FS50296057 was that QMUL correctly applied section 14(1) to that request for information. The Commissioner considers that it would not, in all the circumstances, be unreasonable for QMUL to have issued a section 17(5) notice with regard to this request for information as the complainant had not been advised when the section 14(1) notice was applied to the 19 January 2010 request that any request of a similar nature or on a similar topic would be likely to be treated as vexatious.

The Decision

37. The Commissioner's decision is that QMUL dealt with the following elements of the request in accordance with the requirements of the Act:

(i) He has concluded that QMUL correctly applied section 14(1) in relation to the request.

38. However, the Commissioner has also decided that the following elements of the request were not dealt with in accordance with the Act:

(i) He has concluded that QMUL should not have applied section 17(6) in relation to the 25 January 2010 request, despite the previous application of section 14(1) which has been considered by the Commissioner under reference FS50296057.

(ii) As a consequence QMUL breached the requirements of section 17(5) by failing to issue a refusal notice informing the complainant of its reliance on section 14(1).

Steps Required

39. The Commissioner requires no steps to be taken.

Right of Appeal

40. Either party has the right to appeal against this Decision Notice to the First-tier Tribunal (Information Rights). Information about the appeals process may be obtained from:

First-tier Tribunal (Information Rights)
GRC & GRP Tribunals,
PO Box 9300,
Arnhem House,
31, Waterloo Way,
LEICESTER,
LE1 8DJ

Tel: 0845 600 0877

Fax: 0116 249 4253

Email: informationtribunal@tribunals.gsi.gov.uk.

Website: www.informationtribunal.gov.uk

If you wish to appeal against a decision notice, you can obtain information on how to appeal along with the relevant forms from the Information Tribunal website.

Any Notice of Appeal should be served on the Tribunal within 28 (calendar) days of the date on which this Decision Notice is sent.

Dated the 27th day of September 2010

Signed

**Rachael Cragg
Group Manager Complaints Resolution
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF**

Legal Annex

1 General right of access to information held by public authorities

Section 1(1) provides that -

"Any person making a request for information to a public authority is entitled

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(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and

(b) if that is the case, to have that information communicated to him."

Section 1(2) provides that -

"Subsection (1) has the effect subject to the following provisions of this section and to the provisions of sections 2, 9, 12 and 14."

Section 1(3) provides that -

"Where a public authority -

(a) reasonably requires further information in order to identify and locate the information requested, and

(b) has informed the applicant of that requirement,

the authority is not obliged to comply with subsection (1) unless it is supplied with that further information."

Section 1(4) provides that -

"The information -

(a) in respect of which the applicant is to be informed under subsection (1)(a), or

(b) which is to be communicated under subsection (1)(b),

is the information in question held at the time when the request is received, except that account may be taken of any amendment or deletion made between that time and the time when the information is to be communicated under subsection (1)(b), being an amendment or deletion that would have been made regardless of the receipt of the request."

Section 1(5) provides that -

"A public authority is to be taken to have complied with subsection (1)(a) in relation to any information if it has communicated the information to the applicant in accordance with subsection (1)(b)."

Section 1(6) provides that -

"In this Act, the duty of a public authority to comply with subsection (1)(a) is referred to as "the duty to confirm or deny"."

14 Vexatious or repeated requests

(1) Section 1(1) does not oblige a public authority to comply with a request for information if the request is vexatious.

(2) Where a public authority has previously complied with a request for information which was made by any person, it is not obliged to comply with a subsequent identical or substantially similar request from that person unless a reasonable interval has elapsed between compliance with the previous request and the making of the current request.

17 Refusal of request

(1) A public authority which, in relation to any request for information, is to any extent relying on a claim that any provision of Part II relating to the duty to confirm or deny is relevant to the request or on a claim that information is exempt information must, within the time for complying with section 1(1), give the applicant a notice which—

- (a) states that fact,
- (b) specifies the exemption in question, and
- (c) states (if that would not otherwise be apparent) why the exemption applies.

(2) Where—

(a) in relation to any request for information, a public authority is, as respects any information, relying on a claim—

- (i) that any provision of Part II which relates to the duty to confirm or deny and is not specified in section 2(3) is relevant to the request, or
- (ii) that the information is exempt information only by virtue of a provision not specified in section 2(3), and

(b) at the time when the notice under subsection (1) is given to the applicant, the public authority (or, in a case falling within section 66(3) or (4), the responsible authority) has not yet reached a decision as to the application of subsection (1)(b) or (2)(b) of section 2,

the notice under subsection (1) must indicate that no decision as to the application of that provision has yet been reached and must contain an estimate of the date by which the authority expects that such a decision will have been reached.

(3) A public authority which, in relation to any request for information, is to any extent relying on a claim that subsection (1)(b) or (2)(b) of section 2 applies must, either in the notice under subsection (1) or in a separate notice given within such time as is reasonable in the circumstances, state the reasons for claiming—

- (a) that, in all the circumstances of the case, the public interest in maintaining the exclusion of the duty to confirm or deny outweighs the public interest in disclosing whether the authority holds the information, or

(b) that, in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

(4) A public authority is not obliged to make a statement under subsection (1)(c) or (3) if, or to the extent that, the statement would involve the disclosure of information which would itself be exempt information.

(5) A public authority which, in relation to any request for information, is relying on a claim that section 12 or 14 applies must, within the time for complying with section 1(1), give the applicant a notice stating that fact.

(6) Subsection (5) does not apply where—

(a) the public authority is relying on a claim that section 14 applies,

(b) the authority has given the applicant a notice, in relation to a previous request for information, stating that it is relying on such a claim, and

(c) it would in all the circumstances be unreasonable to expect the authority to serve a further notice under subsection (5) in relation to the current request.

(7) A notice under subsection (1), (3) or (5) must—

(a) contain particulars of any procedure provided by the public authority for dealing with complaints about the handling of requests for information or state that the authority does not provide such a procedure, and

(b) contain particulars of the right conferred by section 50.