

POLICY - MANAGING INFORMATION REQUESTS

The SDT is committed to transparency and to providing reasonable access to information in line with our legal obligations and policies. This policy provides guidance on handling requests that place a disproportionate burden on the Tribunal, so that resources are used fairly and all parties can access information appropriately.

DEFINITION OF REQUESTS THAT MAY PLACE AN UNDUE BURDEN ON THE TRIBUNAL

Requests that may place an undue burden on the Tribunal include, but are not limited to:

- **High volume:** Repeated, frequent, or extensive requests that are disproportionate;
- **Repetitive requests:** Submitting identical or substantially similar requests previously answered or declined;
- **Aggressive or inappropriate language:** Communications containing abusive, threatening, or intimidating language;
- **Unduly burdensome requests:** Requests that appear designed to create inconvenience or delay;
- **Persistent requests:** Requests that form part of a pattern of unreasonable persistence;
- **Requests made in bad faith:** Requests submitted without a genuine interest in the information sought;
- **Vague or broad requests:** Requests that are unclear or overly broad, requiring disproportionate clarification.

EXPECTED PRINCIPLES OF COMMUNICATION

All correspondence must:

- Use respectful and professional language;
- Clearly identify the specific information sought;
- Acknowledge reasonable time limits for responses;
- Recognise that staff are entitled to courtesy and respect.

Abusive, threatening, or unduly demanding language may result in refusal to process a request.

REASONABLE LIMITS

Requests will not be acceded to if they:

- Are submitted in excessive quantities within short timeframes;
- Repeat information already provided or legitimately refused;
- Place a disproportionate burden on resources;
- Are clearly intended to disrupt operations.

CONSEQUENCES OF UNREASONABLE REQUESTS

If your request is deemed to be unreasonable, we may:

- Refuse to process further requests which are not justified;
- Impose restrictions on the frequency or scope of future requests;
- Require all future communications to meet specific conditions;
- Cease correspondence where continued engagement would be unreasonable;
- Report harassment to the police and other agencies;
- Seek legal remedies.

PROCEDURAL SAFEGUARDS

This policy will be applied fairly, proportionately, and consistently. Decisions will be:

- Based on evidence of conduct rather than identity;
- Documented with reasons clearly recorded;
- Kept under periodic review.

EXAMPLES OF UNACCEPTABLE BEHAVIOUR

Examples of **behaviour** that may trigger this policy include:

- Threatening, abusive, or intimidating language;
- Unreasonable demands for immediate responses;
- Submitting multiple identical or substantially similar requests;
- Refusal to accept legitimate reasons for refusal;
- Personal attacks on staff.

PROTECTION FOR LEGITIMATE REQUESTS

This policy does not restrict genuine requests, even if they are complex or require significant resources. Legitimate requests will always be considered in good faith.

Where to send requests:

All requests must be sent to enquiries@solicitorsdt.com.

This policy takes effect immediately and applies to all current and future information requests. By submitting a request, you acknowledge that you have read, understood, and will comply with this policy.