Verbal requests for information

Environmental Information Regulations 2004 (EIR)

This is a verbal request log for use by public authorities. You may find it a good way of recording verbal requests you receive for environmental information.

The EIR do not specify how a valid request must be made. They can be verbal (ie, spoken) or in writing, so a request could come by telephone, letter or email, or using social media platforms such as Facebook or Twitter. It is good practice to have a policy for recording details of the requests you receive, particularly those made verbally.

You may wish to check with the requester that you have understood what information they want. This can help avoid later disputes about how you have interpreted the request. We recommend you use this verbal request log as a reminder of what you should record in these cases. For detailed guidance on [handling a request under the EIR](https://ico.org.uk/for-organisations/guide-to-the-environmental-information-regulations/receiving-a-request/), see the ICO website.

The log can also be used to record requests you may receive under the Freedom of Information Act 2000 (FOIA). This may be useful if you are responding to a request for reasonable adjustments.

Verbal request log for environmental information

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| Name of applicant |  |
| If the applicant is requestinginformation on behalf of a third party, what is the thirdparty’s name |  |
| Address for the informationto be sent to |  |
| E-mail address |  |
| Telephone number |  |
| Date of request |  |
| Description of the information requested |  |
| Has the requester agreed with the description of the information? |  |
| Preference of form/format of the information |  |
| **Response date (20 working days after request)** |  |