

Reference: 01407382

Zach Westbrook
Information Rights Advisor
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18 January 2022

Freedom of Information request: Right to know request

Thank you for your request for information concerning Openreach Engineers training. Your request was received on 13 January 2022 and we have considered it under the Freedom of Information Act 2000.

Your request

I would like to review BT Open Reach Engineer's training re health and safety, especially with regard to idling engines on public highways. There is apparently one module on this and I would like to see what it says.

Our response

We do not hold this information. We suggest that you contact Openreach directly with your enquiry.

If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely

Zach Westbrook

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

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Riverside House
2a Southwark Bridge Road
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Switchboard: +44 (0)20 7981 3000
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www.ofcom.org.uk

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