



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

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Further to your information request FOI/EIR 22/23-347 please find your question and our response below.

Request:

Please can you confirm what training is offered whether mandatory or optional, to your frontline contact centre/call centre staff who are answering calls/responding to emails.

Response:

Equality, Diversity & Inclusion training

Health & Safety Office Induction

Managing Challenging Phone Calls

Data Protection Training

Safeguarding (Upcoming)

This concludes your request FOI/EIR 22/23-347

If information has been refused please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.