

Responding to a correction request

<p>Step 1</p>	<p>Identify what information the requester wants corrected.</p> <p>If the correction request is unclear, contact the requester to clarify what personal information they want corrected, and how they want it corrected.</p>
<p>Step 2</p>	<p>Work out whether you hold the personal information that the request relates to.</p>
<p>Step 3</p>	<p>If you don't hold the personal information, decide whether the request should be transferred to another agency.</p> <p>If you decide that a correction request should be transferred to another agency, you must transfer it to the agency and tell the requester within 10 working days of receiving the request.</p>
<p>Step 4</p>	<p>Decide whether you will correct the information or not.</p>
<p>Step 5</p>	<p>Tell the learner (or their representative) of your decision no later than 20 working days after you received the request.</p>
<p>Step 6</p>	<p>If the learner (or their representative) requests a statement of correction to be added to the information, decide whether you will attach the statement of correction or not.</p>
<p>Step 7</p>	<p>Tell the learner (or their representative) of your decision about the statement of correction no later than 20 working days after you received the request. &nbsp;</p>
<p>Step 8</p>	<p>Record the details (e.g. date received, requester details, correction requested) and outcome of the request (e.g. decision and date of decision for request and statement of correction).</p>

