

SARSAS

*Listen.
Believe.
Support.*

SARSAS Third Party Request for Notes Procedure for Clients

When we receive a request for your notes from the Police, or another third party:

- 1) We will contact you to make sure you are aware of this request and check you are happy for us to proceed.
- 2) We will offer you the opportunity to view the notes we hold about you either in-person or online depending on availability. This will be a confidential meeting with the service manager or coordinator, and there will be time for you to ask any questions you might have about this process.
- 3) The service manager will redact your notes, meaning we will take out any names, email addresses, phone numbers or personal information that are not related to you.
- 4) Only once we have contacted you and offered you the opportunity to view your notes, will we contact the police officer in charge, or other third party, to arrange to release your notes.
- 5) We will share your notes with the third party either by secure email, secure post, or in person.