

Our response

1) What is your annual employee survey/staff listening budget?

There is no set budget for employee survey/staff listening. The budget was delivered centrally from central operations when the last survey was conducted in 2017.

2) Who is/are your current employee survey provider(s)?

The last survey provider was Capita who delivered our survey in 2015 and 2017. The university does not currently have a survey provider.

3) How long was the current contact for this solution, and when does your contract expire?

Our contract expired with Capita in 2018 after they delivered the survey and provided our reports.

4) Does the provider provide other surveying for the organisation e.g. customer satisfaction surveys? If yes, do they provide other surveying under the same contract?

N/A (see Q2)

5) Which individual or team is responsible for the contract? And what team do they work in?

HR would be the dedicated steering group which engages with a wider community across Kings. Organisational Development would have the responsibility for the contract.

This completes the university's response to your information request.

Your right to complain

If you are unhappy with the service you have received in relation to your information request or feel that it has not been properly handled you have the right to complain or request a review of our decision by contacting the Assistant Director of Business Assurance (Information Compliance) within 60 days of the date of this letter.

Further information about our internal complaints procedure is available at the link below:

http://www.kcl.ac.uk/college/policyzone/assets/files/governance_and_legal/Freedom_of_Information_Policy_updated_Oct_%202011.pdf

In the event that you are not content with the outcome of your complaint you may apply to the Information Commissioner for a decision. Generally the Information Commissioner cannot make a decision unless you have exhausted the internal complaints procedure provided by King's College London.

The Information Commissioner can be contacted at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely

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Information Compliance