

External Enquiries Policy

1. Introduction

This policy covers all enquiries from external agencies regarding OU staff, and former employees, with the exception of employment references.

2. Enquiries or Reference Requests from Outside Sources Regarding Individual Employees

Personal particulars including addresses of present or former employees will not be divulged to individuals or organisations outside or inside the University unless there is a legal requirement to do so, or unless the agreement of the employee is obtained. When any enquiry is made over such matters as non-payment of debts, then any such enquirer is asked to write to the individual concerned c/o the People Hub, and the letter is then forwarded to the individual.

3. Police Enquiries

Any enquiries from the police with regard to any employee should be referred to the Information Rights Team for advice and action. The University Secretary will be informed of all approaches by the police, and the action taken.

4. Status Enquiries – Mortgage and Insurance Companies

Any enquiries from Mortgage and Insurance Companies regarding the status of any individual should be referred to the People Hub and must be in writing before a reply will be given. The People Hub will contact the individual concerned to check that s/he wishes such information to be conveyed to the enquiring company, except where in the case of a Mortgage Company, a copy of the individual's signed consent is attached to the enquiry.

5. Employment Reference Enquiries

The University has a policy on the provision of employment references. This can be found on the People Services intranet.

6. Equality, Diversity and Inclusion

Policies are inclusive of all Open University staff, regardless of age, care experience, caring status or dependency, civil status, disability, family status, gender, gender expression, gender identity, gender reassignment, marital status, marriage and civil partnership, membership of the Traveller community, political opinion, pregnancy and maternity, race, religion or belief, sex, sexual orientation, socio-economic background or trades union membership status.

7. Useful References

Employment Reference Policy
Employment Reference Guidelines