

Service Delivery Timeframes

Advice

Our staff will endeavour to respond to requests for advice as soon as possible. However, in the event our staff are unable to do so we commit to providing a response within the following timeframes.

Public access to the Collection	Written responses may take up to four weeks
Archiving and Transfer	Written responses may take up to ten working days
FOI, Privacy and Records Management	Written responses may take up to five working days <i>(longer by negotiation)</i>

Copying Services

Quotes	Up to four weeks
Copying	Four weeks from payment <i>(completion of larger jobs to be negotiated)</i>
DIY copying	On the spot

Disposal

Review of a draft records disposal schedule	Within eight weeks from submission of all required documentation
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Transfer

For transfer requests received after July 2019.

Proposals	Responses may take up to two weeks
Review documentation	Responses may take up to four weeks <i>(from submission of all required documentation)</i>
Booking a physical transfer	Within five months after documentation approved

Research Centre

Our Research Centre is located at 115 Cavan Road, Gepps Cross. Please check the website for opening hours.

In Research Centre enquiries	On the spot
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Records ordered before	Can be viewed after
8.30am	9.30am
10.30am	11.30am
12.30pm	1.30pm
2.30pm	3.30pm
After 2.30pm	9.30am <i>(the next day the Research Centre is open)</i>