



General HER enquiries: policy and practice

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General enquiries policy

The Dyfed Archaeological Trust is committed to providing a high quality Historic Environment Record enquiries service.

General enquiries practice

All non-commercial enquirers are required to complete a request for HER information (HERENQ1PA) form, found on the DAT and Archwilio websites, or provided in person. Remote enquirers can expect their enquiry to be answered within three working weeks of submission of this form.

Non-commercial enquiries are free of charge. A cost-recovery fee is levied for photocopying. Currently this is 10p per A4 sheet and 20p for A3. All monies received are handed in to the Admin Office, following their procedures.

Due to the varying nature of non-commercial enquiry requests there is no standard HER search for them. The format of responses varies from a telephone call or email through to Excel spread sheets, PDF copies of reports and photographs or PDF gazetteers with mapping. Data is provided as is. It may contain typos or other mistakes, and DAT would be grateful for feedback in order that we may improve such issues.

DAT aims to provide adequate facilities for any user of the HER, including a comfortable work space and IT facilities.

DAT is committed to improving our HER enquiries service to meet the expectations of the user. All non-commercial enquirers visiting the HER in person are requested to complete a User Satisfaction (HERENQ2PA) form to provide feedback on the service.

The further contact box in the enquiries database is ticked if the enquirer has indicated that they would like to be added to the contacts database.

[General HER enquiry request form](#)