

**Information Governance Unit  
Information Management Branch**

XXXX

22<sup>nd</sup> July 2010

Dear XXXX

**FREEDOM OF INFORMATION REQUEST REFERENCE NO: XXXX**

I write in connection with your request for information dated 25/06/2010, which was received by Greater Manchester Police on 25/06/2010. I note you seek access to the following information:

**I would like to know which vehicle recovery company the Greater Manchester uses to remove vehicles (Private vehicles) that have crashed on public roads.**

**I would also like to know whether or not the Greater Manchester Police receives any sort of compensation for working with a given recovery company, such as a finder's fee referral fee.**

Following receipt of your request searches were conducted within Greater Manchester Police to locate information relevant to your request. I can confirm that the information you have requested is held by Greater Manchester Police, (GMP).

The contractors used by GMP are

Auto Rescue, Alpine Rescue, Birch Lane Garage, Charles Wilsons, Egertons Recovery Ltd, FAM Eng Ltd, HM Recovery Ltd, Motormove, G E Sparkes, The Mansfield Group and Vehicle Rescue Services

GMP does receive a referral fee for any request to a contractor to remove a vehicle on their behalf.

Complaint Rights

Your attention is drawn to the attached sheet, which details your right of complaint.

Should you have any further inquiries concerning this matter, please write or contact me on telephone number 0161 856 2529 quoting the reference number above.

Yours sincerely

Information Access Officer

## **COMPLAINT RIGHTS**

Are you unhappy with how your request has been handled or do you think the decision is incorrect?

You have the right to require Greater Manchester Police to review their decision.

Prior to lodging a formal complaint you are welcome and encouraged to discuss the decision with the case officer that dealt with your request.

### **Ask to have the decision looked at again –**

The quickest and easiest way to have the decision looked at again is to telephone the case officer that is nominated at the end of your decision letter.

That person will be able to discuss the decision, explain any issues and assist with any problems.

### **Complaint**

If you are dissatisfied with the handling procedures or the decision of Greater Manchester Police made under the Freedom of Information Act 2000 regarding access to information, you can lodge a complaint with Greater Manchester Police to have the decision reviewed.

Complaints should be made in writing and addressed to:

Corporate Information Manager  
Greater Manchester Police  
Police Headquarters  
Chester House  
Boyer Street  
Manchester  
M16 0RE

### **The Information Commissioner**

After lodging a complaint with Greater Manchester Police if you are still dissatisfied with the decision you can make an application to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make an application to the Information Commissioner please visit their website at [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk). Alternatively, phone or write to:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Phone: 01625 545 700