

Date: 01/07/2024
Our ref: 01/FOI/24/012679/W

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/24/012679/W

I write in connection with your request for information dated 23/05/2024, received by Greater Manchester Police (GMP) for the following information:

From the last two years please can I have the following information?

- 1. How many complaints gmp receive monthly?*
- 2. Time it takes to respond?*
- 3. How many complaints resolved?*
- 4. How many taken further?*
- 5. How many iopc referrals each month?*
- 6. How much time to respond?*
- 7. How many resolved?*
- 8. How many just closed?*

Result of Searches

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

However, I am not obliged to supply the information you have requested as exemptions apply.

When refusing to provide such information because an exemption applies, Section 17(1) of the Freedom of Information Act 2000 requires GMP, to provide you - the applicant - with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies.

This request is exempt under **section 21 – Information accessible to applicant by other means**. The IOPC publish quarterly performance data for each police force. The response to this request is available online. Please follow the links below.

<https://www.policeconduct.gov.uk/police-force/greater-manchester-police>

Question 2.

Updates to complainants are usually 28 days, or a time scale agreed with the complainant. The process for updates is described in the IOPC Statutory Guidance on the Police Complaints System, Section 11.7 to 11.15.

https://www.policeconduct.gov.uk/sites/default/files/documents/2020_statutory_guidance_english.pdf