



Date: 03/04/2025
Our ref: 01/FOI/25/014368/R

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/25/014368/R

I write in connection with your request for information dated 08/03/2025, received by Greater Manchester Police (GMP) for the following information:

I wish to make a Freedom of Information Request for the following information regards the GMP 101 Call Centre Operational Policy and Working Practice :

1. *When a member of the Public contacts the GMP 101 Call Centre and the Advisor answering the Call is unable to address the Enquiry, is it GMP Policy, or Working Practice to :*
 - a. *Obtain advice and assistance from a/the Call Centre Supervisor on Shift?*
 - b. *Immediately refer the Caller to the GMP's Formal Complaints Process?*
2. *When a member of the Public contacts the GMP 101 Call Centre and the Advisor answering the Call appears to be unable, or unwilling, to address the Enquiry, is it GMP Policy, or Working Practice to :*
 - a. *Provide the Caller with direct access, during the Call, to a/the Call Centre Supervisor on Shift?*
 - b. *Immediately refer the Caller to the GMP's Formal Complaints Process?*
3. *When a member of the Public contacts the GMP 101 Call Centre and the Advisor answering the Call seeks the guidance or assistance of a/the Call Centre Supervisor on Shift, is it GMP Policy, or Working Practice to :*
 - a. *Allow the Collar Number of a/the Call Centre Supervisor on Shift to be disclosed to the Caller?*
 - b. *Refuse to allow the Collar Number of a/the Call Centre Supervisor on Shift to be disclosed to the Caller?*
4. *When a member of the Public contacts the GMP 101 Call Centre, is it GMP Policy, or Working Practice to :*

- a. *Allow the Caller to know the Forename of the Advisor answering the Call?*
- b. *Permit the Advisor answering the Call discretion to as to whether they provide their forename to the Caller?*

Please note, in the response to this FOI Request, where any of the answers to the 8 Questions above confirm that GMP Policy, or Working Practice is in Operation, please provide the following :

1. *A full Copy of the relevant GMP Policy, or Working Practice Document, including :*
 - a. *Document Title*
 - b. *Document Reference, including Issue or Version Number*
 - c. *Document Author(s), including Name(s) and GMP Role(s)*
 - d. *Date of Issue of the Document*
 - e. *Date the Policy or Working Practice came into Force*
 - f. *Identities, being Names and GMP Roles, of those who Authorised the Document, it's content and it's coming into force*

Please note, in the response to this FOI Request, if it is the case that GMP Policy, or Working Practice is in Operation, but no associated Documentation exists, that should be explicitly confirmed.

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate information relevant to your request. I can confirm that the information you have requested is not held by GMP. GMP do not have a specific policy on this matter. Further information may be available from the [College of Policing's National Call Handling Standards](#).