



Date: 26/11/2025
Our ref: 01/FOI/25/015332/J

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/25/015332/J

I write in connection with your request for information dated 13/08/2025, received by Greater Manchester Police (GMP) for the following information:

I would like to request the following information:

The number of noise complaints in the last year relating to cars.

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 held by GMP.

However, GMP does not hold the information that you have requested in an easily retrievable format. To provide the data requested would involve listening to the recordings of all calls received last year to determine if they related to noise complaints about cars.

A search of our call records shows that GMP received 1,332,162 calls to 999 and 101 in 2024. To locate, retrieve and review each call would far exceed the time limit allowed for FOI requests. Therefore, to comply with the whole of your request the process would take over 18 hours' work which exceeds the appropriate limit of £450.00, the amount to which we are legally required to respond.

As per section 12(1) of the Freedom of Information Act 2000, the cost of providing you with the information is therefore above the amount to which we are legally required to respond i.e. the cost of locating and retrieving the information exceeds the 'appropriate level' as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004.

In accordance with the Freedom of Information Act 2000, this letter acts as a Refusal Notice.

GMP is obligated, pursuant to section 16(1) of the Act to provide you with advice and assistance on refining your request to bring compliance within the fees limit. In order for the force to keep this within the fees limit, the information that you are requesting will need to be reduced to a greatly reduced time period. The resulting response cannot be guaranteed at this point as it will be dependent upon the number of records that fall within the scope of any new request, as they would still have to be manually assessed.

Should you wish to refine and resubmit your request in line with the advice above please respond to freedomofinformation@gmp.police.uk.