

Date: 21st October 2025
Our ref: FOI/25/015487/B

FREEDOM OF INFORMATION REQUEST REFERENCE NO: FOI/25/015487/B

I write in connection with your request for information dated 14/09/2025, received by Greater Manchester Police (GMP) for the following information:

I hope you are well.

I am writing on behalf of [REDACTED], who represents a client with an interest in the handling of complaints regarding lottery tickets. We are seeking information under the Freedom of Information Act 2000.

If it is possible within the scope of the Act, we would be very grateful to receive copies of:

- Any internal policies, procedures or guidance concerning the handling of complaints about alleged lottery ticket fraud or disputes; and*
- Any anonymised or statistical information about complaints involving lottery tickets that were referred to the Crown Prosecution Service between 18th March 2020 - 18th March 2021.*

We fully appreciate that personal data about identifiable individuals is exempt under Section 40 of the FOIA. Our request is limited to anonymised or non-personal information only.

*We would be most grateful if the information could be provided electronically.
Thank you very much for your time and assistance.*

CLARIFICATION

Regarding question 2: by "complaints," I am indeed referring to records of alleged crimes, specifically fraud-related offences involving lottery tickets, rather than all recorded crimes.

With respect to the keyword search, we would be grateful if the search could include the following terms related to lottery ticket fraud:

- "lottery ticket"*
- "lottery fraud"*

- ***“scratch card fraud”***
- ***“lottery dispute”***

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate the requested information. I can confirm the information requested is not held by GMP.

Question 1 – GMP does not have a policy relating to dealing with lottery fraud.

Question 2 – Action Fraud are responsible for fraud offences. For the information you are requesting you will need to redirect your request to Action Fraud.