



**Bassetlaw**  
DISTRICT COUNCIL  
— North Nottinghamshire —

Jamie Dixon

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Your Ref:  
Our Ref: FOI /111/21/Env/MB  
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5<sup>th</sup> March 2021

Dear Mr Dixon

I refer to your request under the Freedom of Information Act Ref 111/21 dated 17<sup>th</sup> February 2021, requesting information on noise complaints relating to vehicle noise in the last year (2020).

Whilst the Act confers a general right of access to information held by public authorities, Section 1 provides that any person making a request for information to a public authority is entitled:-

- a) To be informed in writing by the public authority whether it holds information of the description specified in the request; and
- b) If that is the case to have that information communicated to him', subject to the effect of the exemptions in Part 11 of the Act.

Therefore pursuant to the Council's duty to confirm or deny whether or not it holds the information requested I can confirm the following:-

A total of 14 complaints relating to vehicle noise were received during 2020. Ten related to noise from engines, four from car alarms fitted to vehicles.

If you are dissatisfied with the Freedom of Information response set out in this letter you are able to utilise the Council's complaints procedure which allows one right of review via this system. Details can be found using the link below:

<http://www.bassetlaw.gov.uk/everything-else/about-us/complaints-compliments.aspx>

If you remain dissatisfied with the handling of your request or complaint the Act confers a further right to complain to the Information Commissioner at [www.ico.gov.uk](http://www.ico.gov.uk) . During the current circumstances with the Coronavirus Pandemic the ICO are asking if possible to be contacted online and not to correspond by post. You can also call them on 0303 123 1113 or via email [mail@ico.gsi.gov.uk](mailto:mail@ico.gsi.gov.uk) . However the Information Commissioner will not usually consider a complaint if the complainant has not utilised their one right of review via the Council's complaints procedure.

I trust this answers your query fully.

Yours sincerely  
**M Bussey**  
**ENVIRONMENT SERVICES**