

Contact: Julie Purser  
Direct tel: 03000 268037  
Email: [inforights@durham.gov.uk](mailto:inforights@durham.gov.uk)  
Our ref: 2368381



Date: 020321

Dear Mr Dixon

## **Freedom of Information Act 2000**

### **You requested:**

Under the Freedom of Information Act, I would like to request the total number of noise complaints relating to vehicle noise, received by the council in the last year (2020).

### **Our response:**

162 noise complaints relating to vehicle noise in 2020

Please quote the reference number 2368381 in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Please put your grounds for an appeal in writing and email us back explaining which internal review applies.

- Late (you want us to explain why the response was late or has not yet been provided)
- Disagree with exemption (wrong exemption, or applied incorrectly)
- Disagree with the public interest test (Explain in detail why you believe the public interest test favours disclosure.)
- Request is incomplete, information is missing (indicate what is missing), information is inaccurate Information is not what was requested.

### **Resources**

Durham County Council, County Hall, Durham DH1 5UF  
Main Telephone 03000 26 0000

Text Messaging Service 07797 870 192- your message must start with the word: INFO

Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to [inforigxxx@xxxxxx.xxv.uk](mailto:inforigxxx@xxxxxx.xxv.uk)

If you are still dissatisfied with the Council's response after the internal review you have a right of appeal to the Information Commissioner at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF.  
Telephone: 01625 545 700  
Website: [www.ico.gov.uk](http://www.ico.gov.uk)

I will now close your request as of this date.

Yours sincerely

Julie Purser  
Freedom of Information and Data Protection Officer

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