

28 April 2025

FOI Ref 21262

Request - You asked us the following:

Can the public report rogue trader fraud to Staffordshire Police? Can officers immediately state it's a civil matter without taking Anne dismiss the allegation. Your Fraud Investigation Policy states:-

Policy owned by Investigations

Fraud Investigation

1. Policy Purpose and key drivers

Staffordshire Police will respond and investigate ALL Calls for Service from the public in relation to allegations of fraud.

How can a member of the public report rogue trader fraud to Staffordshire Police?

Would you find the following information suspicious? Undischarged bankrupt, nine county court judgements.....not paid, 13 victims, took £900 cash paid to scaffolder by customer and told scaffolder to invoice him, never paid.

Clarification received 25/04/2025:

Can officers immediately state it's a civil matter Without taking any information before dismissing the allegation.

We received your request on 24/04/2025 and have processed this under the Freedom of Information Act (FOIA).

Staffordshire Police's response to your enquiry is as follows:

Staffordshire Police holds/does not hold the requested information.

- Can the public report rogue trader fraud to Staffordshire Police? – **Withheld, please see below.**
- Can officers immediately state it's a civil matter without taking any information before dismissing the allegation. Your Fraud Investigation Policy states:-
Policy owned by Investigations
Fraud Investigation
1. Policy Purpose and key drivers
Staffordshire Police will respond and investigate ALL Calls for Service from the public in relation to allegations of fraud. – **Disclosed, Staffordshire Police respond to calls for service in relation to allegations of fraud as per our policy:**
<https://www.staffordshire.police.uk/SysSiteAssets/foi-media/staffordshire/policies/fraud-investigation-policy-2022.pdf>



- How can a member of the public report rogue trader fraud to Staffordshire Police? – **Withheld, please see below.**
- Would you find the following information suspicious? Undischarged bankrupt, nine county court judgements.....not paid, 13 victims, took £900 cash paid to scaffolder by customer and told scaffolder to invoice him, never paid. – **No information held.**

Please note that the Freedom of Information Act 2000 only extends to requests for recorded information. It does not require public authorities to create information to answer questions generally; only if the information is already held in recorded form. The Act does not extend to requests for information about policies or their implementation, or the merits or demerits of any proposal or action - unless, of course, the answer to any such request is already held in recorded form.

The following exemption has been applied:

In accordance with Section 17(1) of the Freedom of Information Act, this letter represents a refusal notice for parts of this particular request.

- Section 21(1) - Information reasonably accessible by other means.

Section 21 is an absolute, class-based exemption and as such there is no requirement to quantify the harm that may arise from the disclosure, nor is there a requirement to perform a Public Interest Test.

Advice and assistance

In order to comply with our obligations under Section 16 of the Act, the obligation to provide advice and assistance, please find below links to the information requested.

- <https://www.staffordshire.police.uk/ro/report/fo/v2/report-fraud-bribery-corruption/>

Please be advised that all Freedom of Information request responses are published on the Staffordshire Police website although personal details are not included.

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Staffordshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing within two months of the date of receipt of this email, and should be addressed to:

foi@staffordshire.police.uk

Or by Post to:

Central Disclosure Unit
Staffordshire Police HQ
PO Box 3167
Stafford
ST16 9JZ

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Central Disclosure Unit within two months of the Force's response to the original FOI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing. The review will be conducted by another Decision Maker who is independent from the original Decision Maker. The Central Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within 20 working days. In more complex cases the review may take up to 40 working days.

The independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

ICO Website for complaints link: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information
Central Disclosure Unit