

26 August 2025

FOI Ref 21766

Request - You asked us the following:

Following a car accident, my car was recovered by MMS Recovery in Wolverhampton, at the request of the police. The car was actually taken to MMS Recovery in Tamworth. I believe that MMS subsequently acted unlawfully. I have taken advice and was advised to ask the Police at Watling Street, Gailey, Staffs what is the relationship between the police and MMS Recovery?? Have the police ever had any concerns or had concerns raised by other members of the public about MMS Recovery??

We received your request on 19/08/2025 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.

- what is the relationship between the police and MMS Recovery?? - **Disclosed, MMS Recovery are an Approved Recovery Operator, on Staffordshire Police Vehicle Recovery Contract. They are contracted to cover the South of the Staffordshire Police County, including Lichfield and Tamworth. MMS Recovery have two approved recovery depots for Staffordshire Police, one at Four Ashes, Wolverhampton, and the other at Tamworth. Any vehicle recovered by MMS Recovery can be stored at either of those MMS Sites.**
- Have the police ever had any concerns or had concerns raised by other members of the public about MMS Recovery?? – **No information held.**

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.

1. Review Procedure

Receipt of a request for review will be acknowledged in writing. The review will be conducted by a Supervisor 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 Supervisor 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.

2. Conclusion of the Appeal

On completion of the review the Independent Supervisor will reply to the appellant with the result of the review. If the appellant 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 link:
<https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information
Central Disclosure Unit