



Response Date: 19/08/2025

2025/802 - Fraudulent practices

In response to your recent request for information regarding;

1. The total number of complaints or reports received by the Police Service from 1 January 2023 to the present date regarding competitions, prize draws or similar promotions, including those suspected of being scams, misrepresentation or involving fraudulent practices.

2. For each complaint, where available, please provide:

The month and year the complaint was received

The source of the complaint (e.g. member of the public, referral from another authority)

The name of the company or organisation involved

The location or local authority area in which the alleged incident occurred or was reported from

The number of complaints made about each named company

Any enforcement, investigation or other action taken in response to the complaint

Our information is set up and searchable for our policing purposes. There is no flag or code on our system to enable us to search on for the information requested. We have looked at extracting all fraud and trying to filter down on probably codes which has resulted in more than 2100 occurrences which would require manual review to ensure relevance to your request. The cost of providing you with the information is above the amount to which we are legally required to respond i.e. the cost of retrieving the information exceeds the 'appropriate level' as stated in the Freedom of Information (FOI) Fees and Appropriate Limit regulations 2004.

Therefore, in accordance with the FOI Act 2000 the information you have requested is exempt under Section 12 (1), and this letter acts as a Refusal Notice under section 17 (5) of the legislation.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 15/08/2025

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www.heddlugogleddcymru.police.uk

Police Headquarters,
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