



Department  
for Environment  
Food & Rural Affairs

T: 08459 33 55 77  
helpline@defra.gsi.gov.uk  
www.gov.uk/defra

Your ref:  
Our ref: RFI 6375  
Date: 28 March 2014

Dear

**REQUEST FOR INFORMATION: the number of complaints received/recorded about noise nuisance from propane gas cannons/gun bird scarers at Defra since January 2012 to present day.**

Thank you for your request for information about the number of complaints received/recorded about noise nuisance from propane gas cannons/gun bird scarers at Defra since January 2012 to present day. We received your request on 6 March 2014. We have handled your request under the Environmental Information Regulations 2004 (EIRs).

The EIRs apply to requests for environmental information, which is a broad category of information defined in regulation 2 of the EIRs. Public authorities are required to handle requests for environmental information under the EIRs. They give similar access rights to the Freedom of Information Act 2000 (FOIA).

From our correspondence records, there were 37 written complaints logged about bird scarer/gas guns in the period 1 January 2012 until 10 March 2014. These were made by 30 individuals.

From our telephone helpline records, 12 calls were received about bird scarer/gas guns in the period 1 January 2012 until 10 March 2014. We are unable to identify whether any of these calls were complaints, as opposed to requests for information. Moreover, we are unable to identify how many individuals made the calls (i.e., one person may have made more than one call) or whether the callers went on to follow up with written correspondence.

I attach an annex giving contact details should you be unhappy with the service that you have received.



If you have any queries about this letter, please contact me.

Yours

## **Annex**

### **Complaints**

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 18 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to Mike Kaye, Head of Information Standards, Area 4D, Nobel House, 17 Smith Square, London, SW1P 3JR (email: [requestforinfo@defra.gsi.gov.uk](mailto:requestforinfo@defra.gsi.gov.uk)) and he will arrange for an internal review of your case. Details of Defra's complaints procedure are on our [website](#).

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner for a decision. Please note that generally the Information Commissioner cannot make a decision unless you have first exhausted Defra's own complaints procedure. The Information Commissioner can be contacted at:

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