

19<sup>th</sup> March 2010

Our ref: RFI #677

Your ref:



The Quadrant  
Newburn Riverside  
Newcastle-upon-Tyne  
NE15 8NZ

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F 0300 060 2302

[request-29662-cccad943@whatdotheyknow.com](mailto:request-29662-cccad943@whatdotheyknow.com)

Dear Mr Whittaker

### **Environmental Information Regulations 2004 – Extension of time – RFI #677**

I am writing to advise you that the time limit for responding to your request for information under the Environmental Information Regulations, which we received on 24<sup>th</sup> February 2010 needs to be extended.

The Regulations allow us 20 working days to respond to your request from the date of its receipt. However, it is occasionally necessary to extend the 20 working day time limit for issuing a response. In this case, I regret that we must extend the time limit for responding by 20 working days to 23<sup>rd</sup> April 2010 because of the complexity/volume of the request. The maps that you have requested are large documents, and require scanning on specialist equipment.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint, please contact Darren Green, Natural England, Block B Government Buildings, Whittington Road, Worcester, WR5 2LQ. Under Regulation 11(2) this needs to be done no later than 40 working days after the date of this letter.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by Natural England. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 01625 545 700, [www.ico.gov.uk](http://www.ico.gov.uk).

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

Yours sincerely

Ben Heathcote  
Knowledge Management & Information Services