

Our ref: FOI 18493686

Email: [request-425623-
6c049dbb@whatdotheyknow.com](mailto:request-425623-6c049dbb@whatdotheyknow.com)

Mrs Anne Nugent
Highways England
Bridge House
Walnut Tree Close
Guildford
GU1 4LZ

5 October 2017

Dear Mr Silverman

Thank you for your email of 15 September to Katie Jackson about the timescale for responses for Freedom of Information (FOI) requests.

As you will appreciate, we receive a large volume of correspondence and it is not always possible to send out a reply within 2 or 3 days. As confirmed in Miss Jackson's previous letter our legal responsibility for replying to FOI requests is 20 days.

If you are unhappy with the way we have handled your request please include any specifics that were not identified in our previous replies and you may ask for an internal review within 2 months of the date of this response.

Our internal review process is available at:
<https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy, please phone the Information Line on 0300 123 5000; or e-mail info@highwaysengland.co.uk. You should contact me if you wish to complain.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

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

If you have any queries about this letter, please contact me. Please remember to quote reference number 18493686 in any future communications.

Yours sincerely

Ame Nugent

Mrs A E Nugent

Correspondence Team Executive

OPSSECorrespondenceTeam@highwaysengland.co.uk