

Hammersmith and Fulham

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3 February 2020

Mr. Russ Hunter

???

Our reference: 1713571

Dear Mr. Hunter

Thank you for your request for information which was received on 3 January 2020.

Your request

Under the Freedom of Information Act 2000, I'd like to make a request regarding complaints filed against the roads regulated by your authority.

During these time periods:

01/04/2014 - 31/03/2015

01/04/2015 - 31/03/2016

01/04/2016 - 31/03/2017

01/04/2017 - 31/03/2018

01/04/2018 - 31/03/2019

Specifically, I'd like to request data on which roads have had the most complaints filed against them regarding their condition.

If this could include:

The specific roads which receive the most complaints regarding road conditions.

The amount of complaints received regarding condition for each of the roads above.

If I could please receive the data in a spreadsheet format, that would be fantastic. Feel free to get in touch if you require any clarification from myself.

...FULL E-MAIL ATTACHED TO REQUEST....

Our response

This request is being handled under the Freedom of Information Act 2000.

I can confirm that the information requested is held by Hammersmith and Fulham. I have enclosed copies of the information that is being released to you.

The information provided to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you undertake and for the purposes of news reporting. You must ensure that you gain the copyright holder's permission for any other re-use (e.g. commercial publications etc).

Please find the information requested attached.

If you are dissatisfied with the handling of your request for information, please contact the h&f InTouch team within 40 working days of receiving this response. They will consider the matters raised and decide whether they are referred to the Council's Information Manager for an internal review.

You can write to the h&f InTouch team at Room 229, Hammersmith Town Hall, King Street, London W6 9JU, or email: handfintouch@lbhf.gov.uk. If you are registered for self-service, via the Council's My Account portal, you can also do this online: [Click here to complete the form](#)

You also have the right to appeal to the Information Commissioner at: The Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Tel: 0303 123 1113. Website: www.ico.org.uk/concerns/. There is no charge for making an appeal. The ICO may ask you to contact Hammersmith and Fulham, so we can complete an internal review, before the ICO investigates the matter.

Yours sincerely

Georgia Turner
Highways Insurance and Maintenance Officer