



Department
for Transport

Local Roads Maintenance policy team

Great Minster House
33 Horseferry Road
London
SW1P 4DR

Tel: 020 7944 3044

E-Mail: louise.clare@dft.gsi.gov.uk

Web site: www.gov.uk/dft

Our Ref: F0013031

By email to Samantha Atherton
request-301950-597d6e74@whatdotheyknow.com

January 2016

Thank you for your information request of 12 November 2015. You requested the following information:

How may pothole complaints are received per region in the UK?

Your request has been considered under the Freedom of Information Act 2000.

I am writing to confirm that the specific information you requested is not held by the Department for Transport.

However, the Department for Transport does produce an annual statistics release titled 'Road Conditions in England'. The latest release of this is for 2014 data, which can be found from the following weblink: <https://www.gov.uk/government/statistics/road-conditions-in-england-2014>

If you are unhappy with the way the Department has handled your request or with the decisions made in relation to your request you may complain within two calendar months of the date of this letter by writing to the Department's FOI Advice Team at:

Zone D/04
Ashdown House
Sedlescombe Road North
Hastings
East Sussex TN37 7GA
E-mail: FOI-Advice-Team-DFT@dft.gsi.gov.uk

Please send or copy any follow-up correspondence relating to this request to the FOI Advice Team to help ensure that it receives prompt attention. Please also remember to quote the reference number above in any future communications.

Please see attached details of DfT's complaints procedure and your right to complain to the Information Commissioner.

Yours sincerely,

Louise Clare
Senior Policy Advisor – Local Roads

Your right to complain to DfT and the Information Commissioner

You have the right to complain within two calendar months of the date of this letter about the way in which your request for information was handled and/or about the decision not to disclose all or part of the information requested. In addition a complaint can be made that DfT has not complied with its FOI publication scheme.

Your complaint will be acknowledged and you will be advised of a target date by which to expect a response. Initially your complaint will be re-considered by the official who dealt with your request for information. If, after careful consideration, that official decides that his/her decision was correct, your complaint will automatically be referred to a senior independent official who will conduct a further review. You will be advised of the outcome of your complaint and if a decision is taken to disclose information originally withheld this will be done as soon as possible.

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