



Department  
for Transport

Department for Transport  
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Web Site: [www.gov.uk/dft](http://www.gov.uk/dft)

Mr Andrew Maiden

Our Ref: F0017996

[request-618170-77b4ff4c@whatdotheyknow.com](mailto:request-618170-77b4ff4c@whatdotheyknow.com)

14 November 2019

Dear Mr Maiden

### **Freedom of Information Act Request - F0017996**

Thank you for your request for information which we received on 7 November 2019. You made a request for:-

**“How much does the HS2 helpline cost the taxpayer?”**

I am writing to advise you that, having reviewed your request for information, we have identified that the Department does not hold the information you have requested because this is a matter for High Speed 2 Ltd who are a separate public authority under the Act. Their FOI Team can be contacted at [HS2enquiries@hs2.org.uk](mailto:HS2enquiries@hs2.org.uk) should you wish to submit a fresh request to them

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](mailto: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

**High Speed and Major Rail Projects**

## **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