



David Reynolds  
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London  
SW1H 9EA

Web Site:  
<https://www.gov.uk/government/organisations/dft-olr-holdings-limited>

Our Ref: FOIDOHL008

25 June 2020

Dear Mr Reynolds

**Freedom of Information Act Request – Ref FOIDOHL008**

Thank you for your information request of 29 May 2020. You requested the following information.

Complete all services Northern Trains unit diagrams effective from December 2018 and May 2019.

Unfortunately, Department for Transport Operator of Last Resort Holdings Limited (DOHL) does not hold the information you have requested. Please address your request directly to either [FOI@northernrailway.co.uk](mailto:FOI@northernrailway.co.uk) or Northern's What Do They Know? section, and arrangements will be made for the diagrams to be sent to you.

If you are unhappy with the way Department for Transport Operator of Last Resort Holdings Limited 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:

DOHL  
Albany House  
94-98 Petty France  
London  
SW1H 9EA  
E-mail: [enquiries@olrholdings.co.uk](mailto:enquiries@olrholdings.co.uk)



Please send or copy any follow-up correspondence relating to this request to DOHL to help ensure that it receives prompt attention.

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

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

Yours sincerely

**DfT OLR Holdings Limited**

## **Your right to complain to Department for Transport Operator of Last Resort Holdings Limited 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 DOHL 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