

CRS Ref: 770,331

Sarah Joseph

request-565288-d8f5ddddd@whatdotheyknow.com

Rizwana Khan

Highways England

8 City House

Sweet Street, Leeds
LS11 9AT

07 May 2019

Dear Ms Joseph

Thank you for your email of 27th April.

We consider we have followed due process and have responded to the questions you have raised, be this directly or on your formal complaint with the Information Commissioner's Office. We consider it is unreasonable for you to continue to press for our resources to be assigned to re-open and review what has already been answered or closed.

We must restate our position that we consider that you have raised and we have answered your questions previously and accordingly we are not obliged to comply with a vexatious request in reliance upon section 14(1) of the Freedom of Information Act 2000.

Your question was originally raised on the 22nd May 2017 with clarification provided as to scope on 21st June 2017 and our response was given to you on 18th July 2017 under reference 752,498, we would refer you to this response.

We would also make comment that following our response you raised this question or the elements of it that you were not satisfied as a formal complaint with the Information Commissioner's Office on the 2nd July 2018 reference FS50703073.

Further responses and clarification was given to the ICO Senior Case Office at that time and upon your failing to respond to the ICO the case was closed by the ICO on the 4th September 2018.

If you are unhappy with the way we have handled your current request you may ask for an internal review within two 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

Yours sincerely

Rizwana Khan