![highways england logo]

Our ref: CRS 768427

███████████████████
Highways England
2nd Floor
Bridge House
1 Walnut Tree Close
Guildford GU1 4LZ

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7 February 2019

Dear █████████

QEII Bridge, Dartford crossing

Thank you for your email to the Highways England Customer Contact Centre on 14 January in relation to your questions about the QEII Bridge, Dartford crossing. I have handled your enquiry under the Freedom of Information Act 2000.

I will answer to your questions in the same order as you have raised them:

Who is responsible for maintaining and operating the under-deck bridge access gantries on the QEII Bridge, Dartford crossing?

Connect Plus Services maintains the under-bridge gantries with their own internal Mechanical Maintenance crews.

Who would be the person responsible for bridge maintenance overall, i.e. the Bridge master?

The Service Delivery Manager is responsible for the bridge overall. The Operation and Maintenance manager deals with the day to day running.

If you are unhappy with the way we have handled your request you may ask for an internal review within 2 months of the date of this response for Freedom of Information requests and within 40 days for Environmental Information Regulations requests.
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.

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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

If you have any queries about this letter, please contact me. Please remember to quote reference number CRS 768427 in any future communications.

Yours sincerely

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