

Our ref: CRS 728,475
Your ref:

via email

██████████
Charging and Enforcement Policy Team
Leader
WMRCC Quinton
1 Ridgeway, Quinton
Birmingham B32 1AF

26 October 2015

Dear ██████████

FREEDOM OF INFORMATION ACT REQUEST - DART CHARGE

Thank you for your email under the Freedom of Information Act 2000 requesting further information about Dart Charge. The specific details of your request have been extracted from your email verbatim and are highlighted in bold below with our answers below.

- 1. Since the new Dart Charge was introduced how many complaints have you had about the service in total, this includes phone calls, Letter, social media posts such as Face Book and Twitter. I am requesting a break down per channel.**

Highways England's complaints procedure is outlined on our website. There is a similar process outlined on the Dart Charge website for complaints received by our service provider Sanef. The total number of complaints dealt with through these channels is 7841.

This figure covers the period from April 2015 to October 2015. Between Nov 2014 and April 2015, Highways England and our service provider recorded complaints and enquiries under the same category.

Complaints data is not recorded in the format that you have requested. To do so retrospectively would involve undertaking a manual review of all correspondence items to categorise and identify the various channels. For this reason, your request for the breakdown of complaints per channel is refused under section 12 of Freedom of Information Act 2000 because compiling the information would exceed the appropriate cost limit.

- 2. And further request you provide me with the details of how many of these complaints relate to:**

- a) The online service in particular the setting up of online accounts.**
- b) The delay dealing with complaints made.**
- c) Penalty charges issues in error**

This request for data is refused under section 12 of Freedom of Information Act 2000 because compiling the information would exceed the appropriate cost limit. Complaints data is not recorded in the format that you have requested. To do so retrospectively would involve undertaking a manual review of all correspondence items to identify whether they fall into these areas. The time involved to undertake this activity would exceed the criteria stipulated within Section 12.

d) How many of these complaints have gone to ICA and of these how many found in favour of the customer

No complaints about Dart Charge have been referred to the Independent Complaints Assessor.

In keeping with the spirit and effect of the legislation, all information is assumed to be releasable to the public unless exempt. We may therefore be publishing the information you requested, together with any related information that will provide a key to its wider context, via the [Gov.uk website](https://www.gov.uk).

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

If you have any queries about this letter, please contact me. Please remember to quote reference number CRS 728,475 in any future communications.

Yours sincerely


Charging and Enforcement Policy Team Leader
Email: @highwaysengland.co.uk