

Our ref: CRS 732,291

via e-mail

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

05 January 2016

Dear ██████████

Thank you for your e-mail dated 25 December 2015 under the terms of the Freedom of Information Act 2000. The specific details of your request have been extracted from your email and are highlighted in bold within the body of this letter.

We regularly release information about Dart Charge on our website which can be found by accessing the following link: <https://www.gov.uk/government/publications>.

In response to your Freedom of Information request -

**How many complaints have been received by you since November 2014 relating to inadequate signage about the charges for using the crossings and the procedures for making any payments?**

We can confirm that 52 complaints have been received directly by Highways England which refer to signage. This does not include complaints that have been received by Sanef, our service provider, which are not categorised in this way.

**What are the percentages of appeals for fines for non-payment of the crossing charges which included a defence that made reference that the signage was in anyway inadequate?**

We can confirm that 2.3% of appeals have been made in relation to signage.

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](http://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](mailto: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 732,291 in any future communications.

Yours sincerely

  
Charging and Enforcement Policy Team Leader  
Email:  [@highwaysengland.co.uk](mailto: @highwaysengland.co.uk)