

Our ref: 712,345

Your ref:

[REDACTED]

Lateral

Leeds

LS11 9at

Mr [REDACTED]

via e-mail

mailto: [REDACTED]

[REDACTED]

15<sup>th</sup> November 2014

Dear Mr [REDACTED]

**FREEDOM OF INFORMATION REQUEST**

Thank you for your e-mail Freedom of Information request regarding the Highways Agency's recruitment of control room operators. However, I regret to inform you that we cannot answer your question.

We do not ask specifically for control centre experience at application and therefore would not have the information recorded. Also we only retain documents relating to recruitment campaigns for a period of 2 years.

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 our website: <http://www.highways.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 <http://www.highways.gov.uk/foiresponses/FOIresponses/8024.aspx>.

If you require a print copy, please phone the Highways Agency Information Line on 0300 123 5000; or e-mail [ha\\_info@highways.gsi.gov.uk](mailto:ha_info@highways.gsi.gov.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 the reference number above in any future communications.

Yours sincerely