

Our ref: 715788
Your ref:

[REDACTED]
Highways Agency
The Cube
199 Wharfside
Birmingham
B1 1RN

Direct Line: [REDACTED]

09 February 2015

[REDACTED]

FREEDOM OF INFORMATION REQUEST

Thank you for your e-mail Freedom of Information request regarding formal grievances raised within the Highways Agency Customer Operations (Traffic Officer) Directorate over the period 1 January 2014 to 31 December 2014.

Please note that the timescales quoted in part 1 of your request have been amended as follows to avoid duplication: *31-60 days, 61-90 days, 91-120 days etc.*

Grievances:

Q1. How many Formal Grievances were submitted over the period?

A. 32.

Q2. How many Formal Grievances had been processed to completion within 30 days of initial submission?

A. 3.

Q3. How many Formal Grievances had been processed to completion between 31 to 60 days of initial submission?

A. 5.

Q4. How many Formal Grievances had been processed to completion between 61 to 90 days of initial submission?

A. 5.

Q5. How many Formal Grievances had been processed to completion between 91 to 120 days of initial submission?

A. 1.

Q6. How many Formal Grievances had been processed to completion between



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121 to 150 days of initial submission?

A. 1.

Q7. How many Formal Grievances had been processed to completion between 151 to 180 days of initial submission?

A. 1.

Q8. How many Formal Grievances took more than 180 days to process to completion from day of submission?

A. 2.

Q9. How many Formal Grievances submitted during the period were not processed/commenced owing to a decision/recommendation to delay processing by Highways Agency Human Resources?

A. 1.

Appeals:

Q1. How many Formal Grievance Appeals were submitted over the Period?

A. 2

Q2. How many Formal Grievances Appeals were processed to completion within 30 days of initial submission?

A. 0

Q3. How many Formal Grievances Appeals were processed to completion between 30 to 60 days of initial submission?

A. 0

Q4. How many Formal Grievance Appeals took more than 60 days to process to completion?

A. 1

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. 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 the reference number above in any future communications.

Yours sincerely

[Redacted signature]

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[Redacted contact information]