

Highways England operates, maintains and improves England's motorways and major A roads

Freedom of Information Act 2000 Environmental Information Regulations Act 2004 Complaints Process

For general complaints, not related to a query under the Freedom of Information Act (FOI) or the Environmental Information Regulations Act (EIR), please see the Company's main complaints procedure.

If you have a complaint about the response to your FOI or EIR request, there is an internal process to address your concerns.

To start the process, write to the contact named in the response to your request, explaining your complaint.

We always aim to deal with complaints within 20 working days of receipt.

Step 1

The person who handled the request originally will reconsider the handling of your request. If your complaint is upheld, we will:

- Apologise and provide any information withheld
- Re-evaluate the processing time to handle any request refused as too costly or manifestly unreasonable
- Explain why some information was withheld or why your request was refused in full

If the original decisions are upheld, there is a second evaluation:

The complaint is referred to a specialist member of the Information Management Team for re-consideration. This team is experienced in FOI and EIR law and independent of the original handling team. In some cases it may be necessary to escalate the complaint to a member of the senior management team.

The reviewer will write to you concerning your complaint, and how they have decided to resolve the issue. If the original response is upheld, you may wish to use the next step in the complaints process:

Step 2

If your complaint is not upheld, or you feel that your complaint has not been handled properly, you have the right to complain to the Information Commissioner who can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Website: www.ico.org.uk