

Our ref: [REDACTED]

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www.highways.gov.uk

7 August 2017

Dear [REDACTED]

M25 Junctions 9 to 11 Freedom of Information Request

Thank you for your email to Highways England Customer Contact Centre on 10 July regarding the incident which occurred on the M25 between junctions 9 and 11 on 14 November 2014. Your request has been dealt with under the terms of the Freedom of Information Act 2000 (FOI).

You have asked for the details of the investigation which was carried out as a result of the incident between junctions 9 and 11 of the M25 on 14 November 2014.

I am writing to confirm that we have now completed our search for the information which you requested on 10 July 2017.

A copy of the information is attached.

Copyright in other documents may rest with a third party. For information about obtaining permission from a third party please refer to the Intellectual Property Office's website;

<https://www.gov.uk/government/organisations/intellectual-property-office>

Please note that the responsibility of running motorways and major trunk roads transitioned from the Highways Agency to Highways England on 1 April 2015.

If you have any queries about this letter, please contact me. Please remember to quote reference number [REDACTED] in any future communications.

If you require a print copy, please phone the Information Line on 0300 123 5000; or e-mail info@highwaysengland.co.uk. If you are unhappy with the way we have handled your request you may ask for an internal review. Our review process is available at: www.gov.uk/government/organisations/highways-england/about/complaints-procedure

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

Yours sincerely

[Redacted signature block]

