

**From:** [REDACTED]  
**To:** [REDACTED]  
**Bcc:** [REDACTED]  
**Subject:** Freedom of Information Request  
**Date:** 27 April 2017 11:21:51  
**Attachments:** [Defects Records M6 Southbound Junctions 18-20.pdf](#)  
[Customer Enquiries Records M6 Southbound.pdf](#)

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Dear [REDACTED]

I am writing to confirm that we have now completed our search for the further information, which you requested on 6 April 2017.

Copies of the Defect Records and Customer Enquiries sheets are attached for the six month period prior to 04/03/2017 in relation to the M6 southbound carriageway between junctions 18 to 20.

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 750373 in any future communications.

Yours sincerely

[REDACTED]  
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**Tel:** [REDACTED]  
**Web:** <http://www.highways.gov.uk>