

Highways England
Bridge House
Walnut Tree Close
Guildford
GU1 4LZ

www.highways.gov.uk

28 February 2018

Dear [REDACTED]

We have now completed our search for the information you requested in your email of 31 January, in relation to your request for A27 complaints and claims data over the past 2 years, between Chichester and Havant

I am dealing with your request under the terms of the Environmental Information Regulations 2004. This is because the information requested concerns measures and activities affecting or likely to affect elements of the environment or affect factors such as noise, pollution discharges and other releases into the environment.

Please see attached a list of all the complaints we have received from the general public about the state of the road, particularly the A27 stretch between Chichester and Havant.

In the past two years between Chichester and Havant, we have received a total of 57 claims of damage caused to vehicles, 36 of which were pothole related.

If you are unhappy with the way we have handled your request you may ask for an internal review within 2 months of the date of this response for Freedom of Information requests and within 40 days for Environmental Information Regulations requests. 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. 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 [REDACTED] in any future communications.

Yours sincerely

[REDACTED]

[REDACTED]

Team Executive - OD SE Business Management Team

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