

Our ref: CRS 766622

[REDACTED]
Highways England
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Bridge House
1 Walnut Tree Close
Guildford GU1 4LZ
www.highwaysengland.co.uk

8 November 2018

Dear [REDACTED]

Painting on M4 and M23

Thank you for your email to our Customer Contact Centre on 11 October 2018 regarding information about painting on the M4 and M23. I have handled your request under the Freedom of Information Act 2000.

I am writing to advise you that, following a search of our electronic and paper records, I have established that there were painting works on the M4 between junctions 12 and 13 on 29 August 2018, completed under overnight lane closures between 9pm and 5am. However, there are no records of any complaints or claims relating to paint damage.

If you have any queries about this letter, please contact me. Please remember to quote reference number CRS 766622 in any future communications.

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. 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

Yours sincerely

[REDACTED]