

Our ref: CRS 767,693

Your ref:

The Cube  
199 Wharfside Street  
Birmingham B1 1RN

02 January 2019

Dear

## FOI Request – Ragwort Complaints Data

I am writing to confirm that we have now completed our search for the information, which you requested on 29 November 2018.

I am dealing with it 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.

In your request of 29 November, you asked for the following information:

*Please provide the following information for each complaint raised about ragwort growing on the verges or central reservations of motorways and trunk roads in England between 1st January 2017 and 29th December 2018.*

- *START DATE*
- *RESOLUTION (COMPLETION) DATE*
- *LOCATION e.g. (A303 Ilminster)*
- *WAS NATURAL ENGLAND INVOLVED? (YES/NO)*

In your subsequent follow up email of 04 December 2018, you revised your request to:

*Please provide the following information for each complaint raised about ragwort growing on the verges or central reservations of motorways and trunk roads in England between 1st January 2017 and 4th December 2018.*

- *INCIDENT REPORT REFERENCE*
- *START DATE*
- *RESOLUTION (COMPLETION) DATE*
- *LOCATION e.g. (A303 Ilminster)*
- *WAS NATURAL ENGLAND INVOLVED? (YES/NO)*

Please refer to the accompanying .PDF document which contains the information you have requested. Please note that this data only captures the reports that have been logged as complaints, but does not include reports that have been classified as notifications.

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](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 767,693 in any future communications.

Yours sincerely

Operations Customer Service Division