

Our ref: CRS 769777 (FOI)

[REDACTED]
Highways England
2nd Floor
Bridge House
1 Walnut Tree Close
Guildford GU1 4LZ

Email: [REDACTED]

17 April 2019

Dear [REDACTED]

A282 Dartford Tunnel closures in 2018

Thank you for your email to our Customer Contact Centre on 22 March 2019. I have handled your request under the Freedom of Information Act 2000 for information about closures at Dartford Crossing in 2018.

I am writing to confirm that we are able to provide you with the following:

- A copy of the completed Roadspace Report for the period 1 January 2018 to 31 December 2018 showing all closures at Dartford Crossing. Closures due to Emergency Works are marked in orange and closures due to Incidents in Red.

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 CRS 769777 in any future communications.

Yours sincerely

[Redacted signature block]