

Our ref: CRS 770147

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

7 May 2019

Dear

M25 Inspection Reports

Thank you for your letter of 2 April 2019. I have handled your request under the Freedom of Information Act 2000 for information about M25 Inspection Reports.

In answer to your questions please see below our answers:

1. Written report of the last inspection conducted in this area by yourselves prior to my incident.

We do not produce a written report of the inspection itself. However, if any Category 1 defects are found, these will be reported to the Network Operations Centre.

2. Details of any work carried out in this area prior to and post the time of my accident.

The last major resurfacing works at this location took place in June 2015. We also repaired a pothole in lane 2 on 5 November 2018.

3. A copy of our complaints log for this section of the motorway for the week preceding, up until the time of his accident.

We did not have any complaints for this location within this timeframe.

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 770147 any future communications.

Yours sincerely