

Our ref: 100363  
Your ref:

Highways England  
Second Floor  
Woodlands  
Manton Lane  
Bedford MK41 7LW

Email:

Direct Line: 0300 470 4895

25 September 2019

Dear

**Freedom of Information Request  
M40 – incident log 2789**

Thank you for your email of 20 September requesting a copy of incident log 2789 under the Freedom of Information Act 2000 following an incident on the M40 northbound on 16 September.

We have now completed our search for the requested information and a copy of log 2789 is attached.

All personal information has been redacted in reliance of Section 40(2) of the Freedom of Information Act.

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 our Customer Contact Centre on 0300 123 5000; or email [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 100363 in any future communications (please note the reference number has been amended since your earlier contact with [REDACTED]).

Yours sincerely

Business Management Team Leader  
Operations (East)  
Email: