

Our ref: 100356 Highways England

Your ref Second Floor Woodlands Manton Lane

Bedford MK41 7LW

Direct Line:

Email: 2 October 2019

Dear

## Freedom of Information Request A120 Little Bentley Roundabout – cost of new field gate access

We do not hold the requested information because we do not have an agreed and finalised account. We are in the process of agreeing that account with our contractors, which is normal practice following a scheme of this size. This is likely to take some time and we are not currently in a position to advise when the account will be complete.

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: <a href="https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure">https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure</a>

If you require a print copy, please phone our Customer Contact Centre on 0300 123 5000; or email <a href="mailto:info@highwaysengland.co.uk">info@highwaysengland.co.uk</a>. 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 100356 in any future communications.

Yours sincerely

Business Services Manager (Customer) Operations (East) Email:

