

Our ref: 100387  
Your ref

Highways England  
Second Floor  
Woodlands  
Manton Lane  
Bedford MK41 7LW

Email:

Direct Line:

2 October 2019

Dear

**Freedom of Information Request  
Amey Contract Areas 6 and 8 – claims and information systems**

Thank you for your email of 1 October requesting the date when Amey staff were no longer allowed access to the claims and information systems after termination of their contacts in Areas 6 and 8. Following clarification, you specified your request related to Green Claims.

I confirm that Amey have never had access to any Highways England's database for the purpose of handling and managing Green Claims.

Amey have provided us with relevant information to allow us to pursue claims following damage caused by third parties or will have pursued costs independently and in accordance with their contracted liabilities utilising their own records.

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 100387 in any future communications.

Yours sincerely

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