

Our ref: FOI 100384

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

29 October 2019

Dear [REDACTED]

A3 Hindhead Tunnel Closures

Thank you for your request for information dated 1 October 2019 about A3 Hindhead Tunnel closures from January 2018 to the end of our current data period (July/August/September 2019). I have handled your request under the Freedom of Information Act 2000.

Please see attached the available validated data from January 2018 to August 2019 covering the information that you requested regarding A3 Hindhead Tunnel closures. We do not have validated data for September 2019 yet.

In answer to your question "*Were diversion routes signposted for the duration of the closure*" the answer is "yes". We install hard signage along the route for planned work when the diversion route is used.

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 FOI 100384 any future communications.

Yours sincerely

[Redacted signature]

[Redacted name]

[Redacted title]

OPSSEcretariat@highwaysengland.co.uk