

Our ref: FOI 100755

[REDACTED]
Highways England
Bridge House
Walnut Tree Close
Guildford
GU1 4LZ
www.highways.gov.uk

20 February 2020

[REDACTED]

Thank you for your email of the 23 January to the Highways England Customer Contact Centre regarding M4 junction 4 incident 199701TC00313. I have handled your request under the Freedom of Information Act 2000.

In answer to your request, please see attached a report with accident, casualty, vehicle details and map for this incident. The incident's reference you referred to is 01TC00313.

If you have any queries about this letter, please contact me. Please remember to quote reference number FOI 100755 in any future communications.

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 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

Yours sincerely

[REDACTED]

[REDACTED]