

xxxx

Direct line: 020 7944 xxxx
Fax: 020 7944 xxxx
E-mail: xxxx@dft.gsi.gov.uk
Ref : xxxx
Web site: www.dft.gov.uk

06 June 2006

Dear xxxx

Freedom of Information Request

I am writing to confirm that the Department for Transport has now completed its search for the information which you requested on 26 May 2006.

I refer to your request under the Freedom of Information Act 2000 for information: *“Over the past year, how much has been paid out by safety camera partnerships in refunds and compensation to people given speeding fines on road that are incorrectly signed or lit? Can I also request any internal briefing documents on the issue of refunds and compensation for those wrongly caught by speed cameras?”*

I am writing to advise you that following a search of our paper and electronic records, I have established that the information you requested is not held by this Department.

The Department is aware that there have been instances where refunds have been made - these may or may not have been due to signing deficiencies. In these instances, it is a local decision to make these refunds and the Department is not involved in the process.

We do not issue guidance on this matter although we do expect signing to be correct and in accordance with the ‘Traffic Signs Regulations and General Directions, 2002’.

The Department also expects that any vehicles detected exceeding the speed limit should have been detected correctly and in accordance with the appropriate standards so that the process is seen as open and fair. Should an error or fault be subsequently identified, it is correct that this should lead to cases being withdrawn and we would expect lessons to be learned in every case to prevent reoccurrences.

If you are unhappy with the way the Department for Transport has handled your request or with the decisions made in relation to your request you may complain by writing to me at the above address. Please see attached details of the Department for Transport’s complaints procedure and your right to complain to the Information Commissioner.

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

Yours sincerely,

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Your right to complain to DfT and the Information Commissioner

You have the right to complain about the way in which your request for information was handled and/or about the decision not to disclose all or part of the information requested. In addition a complaint can be made that DfT has not complied with its FOI publication scheme.

Your complaint will be acknowledged and you will be advised of a target date by which to expect a response. Initially your complaint will be re-considered by the official who dealt with your request for information. If, after careful consideration, that official decides that his/her decision was correct, your complaint will automatically be referred to a senior independent official who will conduct a further review. You will be advised of the outcome of your complaint and if a decision is taken to disclose information originally withheld this will be done as soon as possible.

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