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XXXX  
Press Office  
Department for Transport  
5/06 Great Minster House  
76 Marsham Street  
LONDON  
SW1P 4DR

Direct Line: XXXX

Web Site: [www.dft.gov.uk](http://www.dft.gov.uk)

05 July 2007

Dear XXXX,

**Freedom of Information Request**

Following my email to you of 4<sup>th</sup> May 2007, I am writing to confirm that the Department for Transport has now completed its search for the information you requested and a copy of the information is enclosed.

You might also find it useful at this point to know what the Department is doing to tackle overcrowding on the network. We are investing record amounts in the railways and working to increase capacity where it is needed most. The Department is also taking action on overcrowding each time we announce a new franchise, through measures such as lengthening trains and adding extra services.

Capacity will be one of the key themes for this summer's rail strategy, which will contain details of how and where more capacity will be created. We have already announced that at least 1,000 new carriages will be introduced to the busiest parts of the network.

If you are unhappy with the way the Department 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. As with all Fol queries, a copy of the response will be placed on the DfT website

Yours sincerely,

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## **Your right to complain to RAIB 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