|  |  |  |
| --- | --- | --- |
| Colour Logo |  | Department name |
|  |
| The person(s) name |  | Harlow Council |
| Address Line 1 |  | Civic Centre |
| Address Line 2 |  | The Water Gardens |
| Address Line 3 |  | Harlow |
| Address Line 4 |  | Essex CM20 1WG |
| Address Line 5 |  | [www.harlow.gov.uk](http://www.harlow.gov.uk)  |
|  |  |  |
|  | Our Ref: |  |
|  | Your Ref: |  |
|  | Date: |  |

**Re:** **Request for Information - Reference Number \*\*\*\*\*\*- Please quote this reference number if contacting the Council in relation to this matter.**

Dear

I am writing to advise you that the time limit for responding to your request for information about [insert subject] under the Environmental Information Regulations 2004, which we received on [insert date], needs to be extended.

The Regulations allow us 20 working days to respond to your request from the date of its receipt. However, it is occasionally necessary to extend the 20 working day limit for issuing a response. In this case, I regret that we must extend the time limit for responding by [x] working days [N.B. – must not be more than 20 working days] because of the [complexity][volume] of the request. [Provide further details where possible].

I hope to let you have a response by [insert date], and will keep you informed of any further delay.

If you are dissatisfied with the response you have received and wish to request a review of our decision or make a complaint about how your request has been handled you should write to Contact Harlow at the above address or complete the on-line complaint form that can be found at [www.harlow.gov.uk](http://www.harlow.gov.uk). Your request for an internal review should be submitted to us within 40 working days of receipt by you of this response. Any such request received after this time will only be considered at the discretion of Harlow Council.

If having exhausted the review process you are not content that your request or review has been dealt with correctly, you have a further right of appeal to the Information Commissioner for a decision by writing to the Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely,

**Officer Name**

Officer Title

Tel: 01279 446 Fax: 01279 446

e-mail: your e-mail address @harlow.gov.uk