|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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

Thank you for your request for information which was received on the [insert date]. We are dealing with your request under the Environmental Information Regulations 2004.

**Request**

[insert requested information]

**Response**

Since a substantial amount of work will be involved in processing your request, I am afraid that a fee is payable before we can provide you with the information. The fee in this case is [£XX]. This charge is made up as follows:

Charge Calculation

If the actual cost turns out to be less than the estimate, the balance will be returned to you.

If you wish to proceed, please send a cheque for the above amount, made payable to Harlow Council, at above address, quoting the above reference number. The Council will hold your request for information for three months awaiting payment, if payment is not received during that period the request will be cancelled.

The legislation allows us 20 working days to respond to your request from the date of its receipt. This time limit is suspended until we receive payment. As soon as we received payment we will begin work on processing your request.

Alternatively, if you would like to modify your request, that is reduce the amount of work required at our end to fulfil your request; this would be given due attention. However please note that this will be treated as a new request.

Should you require any clarification on this please contact (name) on the telephone number quoted above.

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