|  |  |  |
| --- | --- | --- |
| 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]. Your request has been considered under the Freedom of Information Act 2000.

**Request**

**Response**

Harlow Council does hold the information you have requested, but, unfortunately, we are unable to provide it in the format that you require. As an alternative I have enclosed (a paper copy / an English version on paper /etc) of the information and hope that this satisfactorily meets your requirements.

Please contact me again if you require any further assistance with your request and I will do my best to provide relevant help and advice.

Most of the information that we provide in response to the Freedom of Information Act 2000 / Environmental Information Regulations 2004 requests will be subject to copyright protection. In most cases the copyright will be owned by Harlow Council. The copyright in other information may be owned by another person or organisation, as indicated by the information itself.

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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