|  |  |  |
| --- | --- | --- |
| 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**

[insert requested information]

**Response**

I have estimated the time it will take to undertake the necessary search, retrieval and preparation work to enable us to respond to your request and this will exceed the fee limit as set out in the Fees and Appropriate Limit Regulations 2004. For information purposes, the fee limit set down by the Lord Chancellor is £450.00; this equates to a maximum of 18 hours of search and retrieval time. In these circumstances Harlow Council is not obliged to provide a response.

However, if you are prepared to pay the full estimated cost plus disbursements (£X) we will provide the information. This charge is made up as follows:

Charge Calculation

If you wish to proceed either send a cheque for this amount, made payable to Harlow Council, to the above address or you can make your payment over the telephone using your debit or credit card (NB American Express not accepted) by calling (01279) 446655, during office hours, quoting the above reference number.

The Council will hold your request for information for three months awaiting payment. When payment has been received we will then process your request. Please note that if after three months we have not received payment your request will be cancelled.

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.

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.

You are free to use any information supplied for non-commercial research or private study purposes. The information may also be used for the purposes of news reporting. However, any other type of re-use, for example, publishing the information in analogue or digital form, including on the internet, or for commercial gain will require the permission of the copyright holder. In this case information disclosed by Harlow Council under the Freedom of Information Act 2000 / Environmental Information Regulations 2004 can be re-used in accordance with the Open Government Licence (OGL). Details of OGL can be found using the following link <http://www.nationalarchives.gov.uk/doc/open-government-licence/> however copyright is maintained for logos, photographs and third party contributions to the information provided. For information about obtaining permission from a third party, see the Intellectual Property Office’s website at [www.ipo.gov.uk](http://www.ipo.gov.uk)

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