

From: **Information Access**
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Date: 7th June 2007

Our Ref: **F0000785**

Dear

FREEDOM OF INFORMATION ACT 2000

I refer to our recent correspondence concerning the bonnet catches on the Mark 2 Renault Clio.

I enclose a copy of the report which was produced by one of our engineers relating to this, as requested. All personal identifying details have been removed.

As you are no doubt aware, Renault are at present running a Customer Satisfaction Action, during which they will be writing to all owners of Clio 2 vehicles to offer a free inspection of the bonnet catch mechanism.

In the final paragraph of your letter, you request "*copies of correspondence between Renault and VOSA relating to this matter*". The Freedom of Information Act 2000 gives an entitlement to information held by a public authority, not copies of documents, although in some instances these may be issued if it is easier to do so, and permission has been given by the third party to release.

If you have any queries about the information you have received, please contact me, and I will be happy to assist you. My contact details are given at the head of this letter.

If you are unhappy with the information supplied, you may ask for an internal review. To request an internal review, please write to:

VOSA Corporate Office,
Berkeley House,
Croydon Street,
Bristol,
BS5 0DA

or email vosa.corporateoffice@vosa.gsi.gov.uk

giving the reasons for your dissatisfaction. It will help us if you quote the reference number for your case.

If you do not agree with the outcome of the internal review, you may lodge an appeal with the Information Commissioner (www.informationcommissioner.gov.uk). The Information Commissioner is an independent official appointed by the Crown to oversee the Data Protection Act 1998, the Freedom of Information Act 2000 and the Environmental Information Regulations 2004.

The Information Commissioner can consider complaints about any aspect of the way in which requests for information have been handled. Please note: the Information Commissioner would be unlikely to consider your complaint if you have not first requested an internal review.

You can write to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire
SK9 5AF

If you have any queries about this letter, please contact us, quoting reference **F0000785**.

Yours sincerely

VOSA Information Access