



EUROPEAN COMMISSION
Environment

Brussels, 09/02/2012

CLEAN AIR IN LONDON
Director SIMON BIRKETT

[REDACTED]
UNITED KINGDOM
[REDACTED]

Dear Sir

With reference to your letter of 15/01/2012, I am pleased to inform you that the complaint you sent to the Commission has been registered under reference number CHAP(2012)00246 (please quote this reference in any further correspondence). It should be noted that the assignment of an official reference number to your complaint does not necessarily mean that infringement proceedings will be opened by the Commission.

The Commission's services will consider your complaint in the light of the applicable European Union law. You will be informed directly of the findings and of the course of any infringement proceedings opened. In the meantime you can contact Environment, by e-mail at the following address ENV-CHAP@ec.europa.eu.

The Commission recently agreed with a certain number of Member States to improve the speed and efficiency of the exchange of information and the resolution of problems in the framework of a project called "EU Pilot". The objective of the Commission is to ensure that the process will permit you to obtain, as quickly as possible, all the answers to your questions. It should generally take ten weeks for a response. If we decide to use the EU Pilot in the case of your complaint you will be informed.

You may opt for confidential or non-confidential treatment of your complaint. Non-confidential treatment means that the Commission departments have permission to disclose both your identity and information you may have communicated to the Commission in any representations they make to the authorities of the Member State against which you have made your complaint. Where you have not indicated your choice in this respect by means of the complaint form or by letter, the Commission's services will presume that you have opted for confidential treatment. It should be borne in mind, however, that the disclosure of your identity by the Commission's services may in some cases be indispensable to the handling of the complaint.

In the specific case of your complaint, and in order to ensure the follow-up of your correspondence, it appears to us to be necessary to divulge your identity to the authorities of the Member State concerned. We ask you to reply to this letter giving your agreement to this disclosure.

You will not be requested to contribute to the procedural costs, even where the Commission decides to open infringement proceedings.

Lastly, it is in your interest also to make use of means of redress available at national level, which as a rule enable you to assert your rights more directly and more personally. Where you have suffered damage, for example, only the national courts can award you reparation from the Member State concerned. Furthermore, since there is a time-limit on national means of redress, unless you use them quickly, you may lose your rights at national level.

You are advised to read the annex for further information on the procedure for non-compliance with European Union law.

Yours faithfully,

[REDACTED]
Head of Unit

Annex 1: Explanation of procedure for non-compliance with European Union law
Annex 2: Specific privacy policy statement