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Dear Guy

### **Signs on the Strategic Road Network**

Thank you for your recent letter and please accept my apologies for the delay in acknowledging receipt.

We've worked closely with Transport Focus to support the Sort My Sign campaign and have taken action to improve signage defects as they have been brought to our attention. Regional teams continue to work hard to resolve outstanding defects and identify opportunities to fit these jobs into their programmes.

We're currently developing our Customer Service plan for 2022/2023 and further improvements in defect identification and speedier resolution will be a key feature – including for example action to deliver customer service training to our inspectors.

I plan to write to you again soon, setting out in more detail our plans to address the four principle concerns you have shared in your letter.

Yours sincerely



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