

4 August 2020

**Freedom of Information Act Request – FOI200729**

Thank you for your information request of 29 July 2020. You requested the following information:

1. Do you receive physical post from Royal Mail?
2. What was the number of envelopes received in 2019?
3. Do you process the work in-house or is it outsourced to a specialist provider?

Although ICCAN, as a new organisation, is not legally covered under the Freedom of Information Act 2000, your request has been considered as if we are by applying the same principles. I am writing to confirm that we hold the information that you requested, and would like to offer the below response to your queries:

1. Yes
2. We do not hold this information
3. The work is processed in-house

If you are unhappy with the way that ICCAN has handled this request, you may request a review within two calendar months of the date of this letter, by emailing [iccanfoi@iccan.gov.uk](mailto:iccanfoi@iccan.gov.uk) or writing to:

Independent Commission on Civil Aviation Noise,  
Spaces,  
Albion House,  
High Street,  
Woking,  
Surrey  
GU21 6BG

Please note that, in line with Government guidance during the COVID-19 pandemic, ICCAN is not operating from the above address and staff are working remotely. Replies to post may take a little longer during this period so please email us instead.

Yours sincerely,

FOI Officer  
ICCAN