



Gloucestershire Highways  
**Ringway Infrastructure Services**  
Block Five, Floor Five  
Shire Hall  
Gloucester  
GL1 2TH  
[www.ringway.co.uk](http://www.ringway.co.uk)

## **IMPORTANT**

Please read the following page **before** completing this form:

### **Data Privacy Statement**

The details provided by you will be held on a database and used for the purposes of investigating your claim and may be shared with or passed on to other Ringway Infrastructure Services departments or outside agencies who may be involved in a potential claim, as well as Ringway Infrastructure Services insurers or legal representatives so that a formal response to your comments can be made. Ringway Infrastructure Services is the data controller for the purposes of the General Data Protection Regulations 2018. Please note the information collected may be accessed by virtue of the General Data Protection Regulations 2018.

### **Anti-Fraud Statement**

Ringway Infrastructure Services may use the information you have provided on this form for the prevention and detection of fraud. We may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

**Insurance fraud is a criminal offence. Persons who make fraudulent or exaggerated claims are liable to prosecution.**

### **What happens to my claim?**

Upon receipt of your claim, the Ringway Infrastructure Services Insurance team will work together with other appropriate departments to complete an investigation and correspond with you directly regarding our position on liability.

There is no automatic right to compensation and claims are paid on a strict liability basis. A claim for compensation can be made in person or through a legal representative.

### **Liability**

The provision of this form **does not** constitute and admission of liability on behalf of Ringway Infrastructure Services.

### **Electronic Communications**

If you wish to submit your claim via email, please print this form and return a scanned copy of the completed form to us, along with any supporting documentation such as your MOT/Insurance certificates and photographs.

### **Information for pothole claims**

Although you may have hit a pothole on a road maintained by Ringway Infrastructure Services, this does not mean you are automatically entitled to compensation.

Potholes can break out very quickly and it is simply not possible for Ringway Infrastructure Services to check every road they maintain every day for potholes.

The law recognises this and the legal requirement for Ringway Infrastructure Services is to check each road on a scheduled basis, depending on the type of road and its usage.

Therefore, if we have inspected the road within the timescale, and the pothole was not present on the date of inspection then we have complied with the law. Additionally, if a pothole has broken out since this inspection, this does not mean Ringway Infrastructure Services is negligent.

Please bear this in mind when making a claim.