



## Our Commitment

DVA is committed to providing a high standard of service to its customers and we strive to continually improve our performance.

However if things have gone wrong you may be entitled to compensation.

This leaflet describes the circumstances in which you can claim compensation and sets out the compensation procedure which you can follow.

We will treat your claim seriously and in confidence.

## Our Aim

We aim to ensure that:

- applying for compensation is as easy as possible for you;
- we pay any compensation payments due within 10 working days of a claim being settled; and
- we identify areas where repeated problems are occurring and take steps to improve our service.

## When Will Compensation Be Considered

We will consider a claim for compensation if:

- we cancel a test for any reason within the Agency's control and the period of notification is less than the accepted period, of 1 clear working day for vehicle tests and 3 clear working days for driving tests.
- we cause damage to a customer's vehicle or a person is injured on Agency property and the Agency is found to be negligent;

- if it is found as part of an investigation by the Ombudsman that there has been maladministration by the Agency causing an injustice to a complainant, and it is recommended that compensation should be paid to the complainant.

**Compensation will not be considered where the reason for the cancellation of a test was outside of the Agency's control**, for example if a cancellation is caused by weather conditions or power failure. In such instances compensation is not paid however every effort will be made to accommodate you with a new test date as soon as possible.

## The Amount Of Compensation Paid

The amount of compensation paid shall be:

- an automatic refund of 50% of the fee in instances where the Agency did not give the accepted period of notification and the cancellation was within the control of the Agency;
- where liability is accepted, reimbursement for any expenses that arise as a direct result of a cancelled test, damaged vehicle or personal injury which are verifiable and reasonably incurred; or
- where a claim for compensation has been forwarded to Central Claims Unit or the Ombudsman, the Agency will normally pay the amount independently recommended.

## How To Claim Compensation

### **Claims related to the Cancellation of tests:**

- claims for expenses must be made in writing; you may use the claim form on the back of this leaflet.
- where possible, you are requested to provide receipts for costs incurred.
- remember you do not need to claim the 50% of the test fee as this is paid automatically.
- the claim and supporting evidence should be submitted to the centre where the test was due to be conducted.

### **Claims involving damage to a vehicle:**

- if the Agency damages your vehicle this should be reported **as soon as possible** to the Centre Manager who will inspect the damage.
- if the vehicle has already left the premises the Centre Manager will arrange a time for you to return with the vehicle for inspection.
- the Centre Manager will give you a claim form, or if you prefer you may use the claim form on the back of this leaflet,
- you should then submit your claim to the Centre Manager along with 3 quotes showing the cost of repairing the damage.

### **Claims involving personal injury:**

- if you are injured on Agency premises you should notify the Centre Manager as soon as possible.
- the Centre Manager will record the incident in the Test Centre accident book and will pass your details to the Agency's Health and Safety Officer.