



Driver & Vehicle Agency

Complaints Procedure



An Agency within the Department of the

Environment

www.doeni.gov.uk

Our Commitment

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

As our customer, you are in a good position to judge how we are performing, and we need you to tell us if things have gone wrong.

We will treat your complaint seriously.

This leaflet sets out the complaints procedures you can follow. However, you should know that as we have to work within a framework set by law, and the decisions we make have to be in line with relevant laws, we may not always be able to meet your expectations.

DVA complaints procedure is based on recognised best practice.

Our Aim

We aim to ensure that:

- making a complaint is as easy as possible for you;
- we issue a written reply within 10 working days. However, if for some reason this is not possible, we will advise you of the reason for the delay; and
- we identify areas where repeated problems are occurring and take steps to improve our service.

What is a Complaint?

To us a complaint is:

“an expression of dissatisfaction about the Agency (or about any service which is provided on the Agency’s behalf) made in person, in writing or by telephone to any member of staff in the Agency and which requires follow up action.”

How to make a complaint

If you are not satisfied with the service you have received, please get in touch with the manager of the section, office or centre to which your complaint refers. They can deal with most complaints informally and quickly.

Stage 1

If you prefer to make a formal complaint you can write to, or request that your complaint is forwarded to, the manager of the section, office or centre that you have been dealing with (or complete the Complaint Form at the back of this leaflet). They will be keen to put the matter right (if they can) and to learn from any mistakes that may have been made. Please provide as much detail as you can in your complaint. All the letters you receive from us give the contact details of the person who sent them, and usually a reference number.

At each stage you will need to give:

- full name and address;
- date of birth or driver number (if your complaint relates to your driving licence);
- your vehicle's registration number (if your complaint relates to your vehicle);
- your booking reference number (if your complaint relates to a vehicle or driving test);
- your daytime phone number (if possible); and
- full details of your complaint, including any previous dealings with us about it.

This information will help us to deal with your concerns fully.

Stage 2

If you are not happy with the way your complaint has been dealt with, write to:

The Customer Services Manager
DVA
County Hall
Castlerock Road
Coleraine
BT51 3HS

Tel: 0845 402 4000

Fax: 028 7034 1422

Minicom: 028 7034 1351

Website: **www.nidirect.gov.uk/motoring**

Email: **dvlni@doeni.gov.uk** (for DVA Licensing)

Email: **dvta@doeni.gov.uk** (for DVA Testing)

You need to provide full details of your complaint and any responses you have received so far.

The Customer Services Manager will make sure your complaint is passed to a senior manager responsible for the area concerned.

Stage 3

If you are still not satisfied, write to:

The Chief Executive
DVA
148 – 158 Corporation Street
Belfast
BT1 3DH

You need to provide full details of your complaint and any responses you have received so far.

If you are still not satisfied

If you think that we have not done everything we could have done to settle your complaint, you can also write to a Member of Parliament or the Northern Ireland Assembly asking them to raise the matter for you or to refer it to the Assembly Ombudsman for Northern Ireland. The Ombudsman is independent and can investigate complaints against government departments and their Agencies. The Ombudsman will normally expect you to have used our complaints procedure before considering your complaint. The Ombudsman's address is:

The Northern Ireland Ombudsman

Progressive House
33 Wellington Place
BELFAST
BT1 6HN

Tel No: 028 9023 3821

Freephone: 0800 343 424

Fax No: 028 9023 4912

Email: ombudsman@ni-ombudsman.org.uk

Website: www.ni-ombudsman.org.uk

or

The Assembly Ombudsman for Northern Ireland
Freepost
BEL 1478
BELFAST
BT1 6BR

Our standards of service

You are entitled to expect us to acknowledge that we have received your complaint, and to send a full reply within 10 working days. If it is going to take us longer than this to give you a full reply, we will let you know.

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Complaints Procedure Leaflet

Complaint form

Name: _____

Address: _____

Postcode: _____

Telephone: _____

Reference No: _____

(if applicable, e.g. registration mark, driver number, booking reference.)

Please state the full details of your complaint using additional sheets if required. Please sign and date this form before returning.

Signature: _____

Date: _____