

## Local Vehicle Licensing Offices and Test Centres

Our local vehicle licensing offices provide vehicle registration and licensing services between 9.15am and 4pm Monday to Friday (with the exception of the third Tuesday of each month when they do not open until 10am to allow staff training).

Our test centres provide vehicle and driver booking and testing services using the most modern equipment for testing vehicles to ensure accuracy and fairness. Test centre receptions are open between 8.45am and 12.30pm and 1.15pm and 4pm (with the exception of either the last Wednesday or last Thursday of each month when they will close for one hour from 2pm to allow staff training).

You can find the address of your nearest local office or test centre by checking our website ([www.nidirect.gov.uk/motoring](http://www.nidirect.gov.uk/motoring)), by phoning our enquiry lines, or listed in the telephone directory under Government of Northern Ireland.

## What to do if things go wrong

We are committed to providing a high standard of service to our customers. If you are not satisfied with our service, please get in touch with the person you have been dealing with in the local office, test centre or other section as they can deal with most complaints quickly and informally.

If you prefer you can either write to or request that your complaint is forwarded to the manager of the office, centre or section you have been dealing with. If you are not satisfied with their response you can write to the Customer Services Manager at:

DVA  
County Hall, Castlerock Road  
COLERAINE  
BT51 3HS

If you are still not satisfied, you can write to the Chief Executive at 148-158 Corporation Street, Belfast, BT1 3DH.

We aim to reply to all formal complaints within 10 working days.

You can also write to a Member of Parliament 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: 028 9023 3821

Freephone: 0800 343 424

Fax: 028 9023 4912

Email: [ombudsman@ni-ombudsman.org.uk](mailto:ombudsman@ni-ombudsman.org.uk)

Website: [www.ni-ombudsman.org.uk](http://www.ni-ombudsman.org.uk)

or

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

### Your Feedback

We value your opinion and will seek your views on our performance, for example, through regular customer surveys. Your comments and suggestions are always welcome.

### Customers with Disabilities

We are committed to helping our customers with disabilities. If you need help, get in touch using your usual method of communication (for example, face-to-face or by phone, fax, textphone, e-mail or letter).

### Data Protection Act

We will store your details on our databases. We can release these details if we must do so by law. You can get more information on how and when we can release your details by visiting the website at [www.dvani.gov.uk](http://www.dvani.gov.uk).



INF101(NI)

# Driver & Vehicle Agency



## Customer Services Guide

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Customer Services Guide



An Agency within the Department of the  
**Environment**  
[www.doeni.gov.uk](http://www.doeni.gov.uk)

## Who are we?

The Driver & Vehicle Agency (DVA) was created on 1 April 2007 as part of the review of public administration by the merging of Driver and Vehicle Licensing Northern Ireland (DVLNI) and the Driver & Vehicle Testing Agency (DVTA). We have a network of eight licensing offices and 15 test centres spread across Northern Ireland. We issue more than 202,000 driving licences, over 1.2m tax discs and carry out more than 921,000 road worthiness checks and 69,000 practical driving tests each year. We also answer almost 600,000 telephone enquiries from customers.

## Our Standards of Service

We aim to provide the following standards of service:

- answer 98% of written requests for information from DVA records within three working days
- answer 70% of telephone calls within 30 seconds
- reply to 95% of complaints within 10 working days
- an average waiting time of 13 minutes at our local vehicle licensing offices
- see you within 10 minutes of appointment time/in under 20 minutes
- have 91% of applications for a vehicle test booked within 21 days or on request at a later date
- have 85% of applications for a driving test booked within 28 days or on request at a later date
- post 90% of Registration Certificates for new vehicles within 10 working days
- post 97% of tax discs within five working days
- post 97% of tax refunds within five working days
- post 95% of ordinary driver licences within 10 working days providing medical or other investigations are not required
- post 96% of taxi plates within five working days
- post 95% of road freight licences within five working days, and
- process 97% of change of keeper (V5C(NI)) notifications and post a new Certificate within five working days.

## If you need to know more

### For Driver or Vehicle Licensing Enquiries

To help us deal with your enquiry you will need to tell us your full name and the vehicle registration number or your driver number.

- You can find more information on our website, [www.nidirect.gov.uk/motoring](http://www.nidirect.gov.uk/motoring)
- If you need more information about registering and licensing your vehicle, please ask for a V100(NI), which you can download from our website, or you can get a copy from any of our Local Vehicle Licensing Offices. It provides answers to the most common questions our customers ask.
- Our information line on 0845 402 4000 has recorded messages providing information about our service. This line is open 24 hours a day.
- If you need more help, our Customer Enquiry Section is open from 9am to 5pm Monday to Friday. We can be contacted on 0845 402 4000 or if you need to use Minicom because of your hearing, phone 028 7034 1351.

### Premium Telephone Line – 0906 516 1666

This is a quick response phone service for members of the public who need the following information about any vehicle:

- date of first registration in NI or GB
- previous registration number
- year of manufacture, and
- date the licence expires.

**Remember, you cannot get other information on the premium line number.** The cost of this service is £1.50 a minute and the average length of a call is around 30 seconds for each number you need.

If you prefer you can write to us.

### For Vehicle Licensing Enquiries, write to:

Enquiry Section  
Vehicle Licensing Division  
County Hall, Castlerock Road  
COLERAINE  
BT51 3TA  
Fax: 028 7034 1422  
Minicom: 028 7034 1351  
Email: [dvlni@doeni.gov.uk](mailto:dvlni@doeni.gov.uk)

### For Driver Licensing Enquiries, write to:

Production & Assurance Team  
Driver Licensing Division  
County Hall, Castlerock Road  
COLERAINE  
BT51 3TA  
Fax: 028 7034 1398  
Minicom: 028 7034 1380  
Email: [dvlni@doeni.gov.uk](mailto:dvlni@doeni.gov.uk)

## For Driver or Vehicle Testing Enquiries

### Did you know?

DVA has an online booking facility for theory tests, practical driving tests for Motorcars, Motorcycles and Mopeds and vehicle tests for Motorcars, Motorcycles and LGVs (up to 3,500kgs). Our online facility can be found on our website, [www.nidirect.gov.uk](http://www.nidirect.gov.uk).

### Vehicle Tests

To use this service you will need to have your vehicle registration number and last four digits of the chassis number. These can be found on your vehicle registration certificate (V5C(NI)), or MoT reminder letter.

### Practical Driving and Theory Tests

To use this service you will need your driver number and your date of birth. These can be found on your driving licence.

**NB:** You may also check, change or cancel your appointment online. You will need the Booking Reference Number as given to you at the time of booking.

### Telephone Booking

You can also book your test by telephone. Telephone booking is available Monday – Friday 8am to 7pm and Saturday 9am – 1pm. You need a credit or debit card to book by phone. Choose the most appropriate telephone number from the list below.

To book an MOT (up to 3,500kgs)	0845 247 2471
To book a practical driving test	0845 247 2472
For enquiries about your booking	0845 247 2473
Textphone for booking	0845 247 2474
To book a driving theory test	0845 600 6700
Textphone for Theory Test	0870 010 6372

If you need to know more

- You can find more information on our website, [www.nidirect.gov.uk/motoring](http://www.nidirect.gov.uk/motoring)
- Our Fees Information Line on 0845 758 1416 provides details of our most common fees. This line is open 24 hours a day.
- If you need more help, our Testing Enquiries Section is open from 9am to 5pm, Monday to Friday. We can be contacted on 0845 601 4094 or if you need to use Textphone because of your hearing, phone 028 7034 1351.

If you prefer you can write to us.

Customer Services  
DVA Testing  
County Hall, Castlerock Road  
COLERAINE  
BT51 3TA  
Fax: 028 7034 1422  
Minicom: 028 7034 1351  
Email: [dvta@doeni.gov.uk](mailto:dvta@doeni.gov.uk)