

**Visit our websites**

for commercial customers  
**[www.transportoffice.gov.uk](http://www.transportoffice.gov.uk)**

for private motorists  
**[www.direct.gov.uk](http://www.direct.gov.uk)**

for corporate information  
**[www.vosa.gov.uk](http://www.vosa.gov.uk)**

**Contact us:**

E-mail  
**[enquiries@vosa.gov.uk](mailto:enquiries@vosa.gov.uk)**

VOSA National Number  
**0870 60 60 440**

Calls provided by BT will be charged at up to 8 pence per minute at all times.  
A call set-up fee of 3 pence per call applies to calls from residential lines.  
Mobile and other providers' charges may vary.

*An executive agency of the  
Department for  
**Transport***

# The service we give you





## Introduction To VOSA

The Vehicle and Operator Services Agency (VOSA) is an executive agency of the Department for Transport (DfT), and a member of the Driver, Vehicle and Operator (DVO) Group. We provide a range of testing, enforcement and licensing services that contribute to improving vehicle roadworthiness and environmental standards, ensure legislative compliance of operators and drivers, and support the independent Traffic Commissioners.

## Standards of Service

We want to deliver the best possible service to all of our customers. As such we aim to:

- answer your letters clearly and accurately within 15 working days;
- see you within 10 minutes of an appointment time you have made at our offices;
- provide information about our services;
- provide a national enquiry line which answers your telephone calls within 5 rings;
- publish a complaints procedure for the service we provide;
- make our services easily accessible to everyone;
- consult you regularly about our services and report on results.

We expect our staff to provide the best service that they can. They will:

- be courteous, helpful and give a polite and efficient service at all times;
- identify themselves, their organisation, provide contact details and explain what they are doing;
- give clear professional advice and information;
- keep delays to a minimum, and explain any delays as they might occur;
- do their best to help you overcome any difficulties that you may encounter.

## Keeping you informed

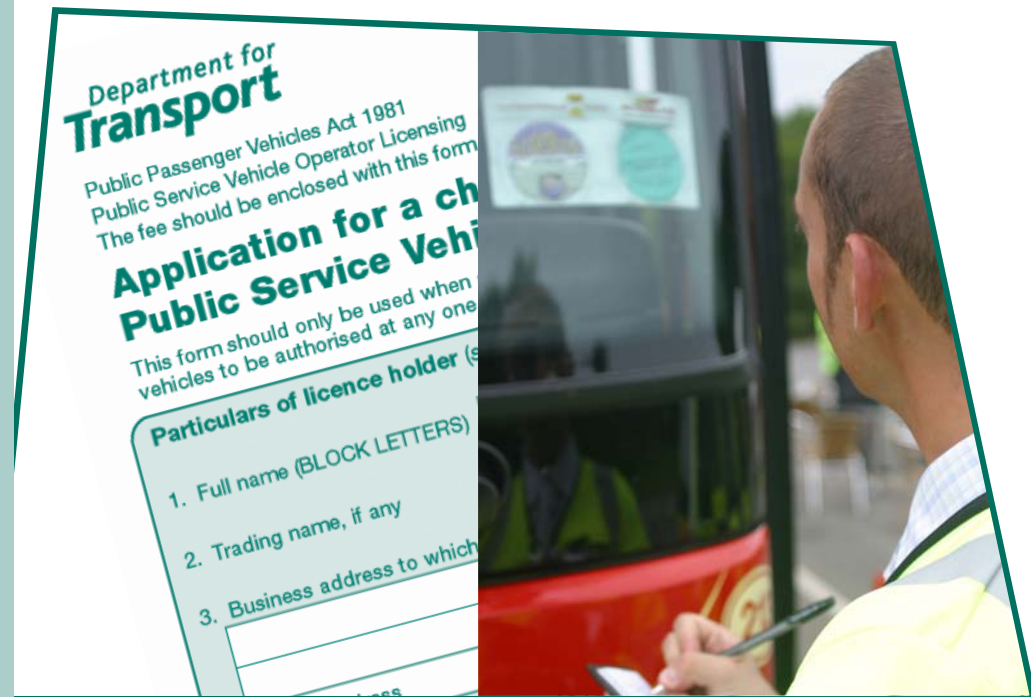
We will give you information by:

- publishing newsletters for the different aspects of the trade;
- publishing technical manuals and instructions for the testing of vehicles;
- issuing Special Notices about changes within the MOT Scheme;
- producing a range of DVDs to support our education and development programme;
- publishing research papers of studies conducted or commissioned by VOSA;
- issuing news releases to the media;
- putting up posters in our test stations;
- publishing details of applications for operating licences made to Traffic Area Offices;
- publishing our Annual Report and Accounts, Business Plan and Effectiveness Reports;
- providing relevant, up to date information on our website ([www.vosa.gov.uk](http://www.vosa.gov.uk)).

For greater details about VOSA publications please telephone our National number.

## Consultations

We value your opinion and will seek your views on our performance through, for example, consultation with Trade Associations and regular customer surveys. Your comments and suggestions are always welcome - in writing, by phone or email to our Headquarters, or through informal discussions with our staff.



## Licensing and Compliance

Licensing and compliance staff aim to:

- determine 85% of goods and PSV applications unopposed and not requiring a public inquiry within 9 weeks of the date of receipt of the application and the required fee;
- determine 85% of goods and PSV licence applications opposed or requiring a public inquiry within 20 weeks of the date of receipt of the application and the required fee;
- determine 85% of applications for a major change to a goods or PSV operator's licence, opposed or requiring a public inquiry, within 20 weeks of the date of receipt of the application and the required fee;
- send licence documentation and vehicle discs to 95% of goods and PSV operators who apply to continue their operator's licence within 5 working days of receipt of the correct fee;
- determine 95% of complete applications to register, vary or cancel local bus service registrations within 5 working days of receipt of the application and any required fee.



If you wish to appeal against a Traffic Commissioner's decision on your licence application, this should be lodged, in writing, with the Transport Tribunal, Procession House, 55 Ludgate Hill, London EC4M 7JW, no later than 28 days from the date of the decision.

An explanatory leaflet is available from the Tribunal and the Traffic Area Office, giving full details on how to appeal. You can contact the Tribunal via their website: [www.transporttribunal.gov.uk](http://www.transporttribunal.gov.uk), telephone: 020 7029 9790, facsimile: 020 7029 9782, or email: [transport@tribunals.gsi.gov.uk](mailto:transport@tribunals.gsi.gov.uk).

## Vehicle Testing

VOSA's Vehicle Testing Stations (which undertake lorry, bus and coach tests) aim to:

- offer an annual test appointment within 15 working days of the request (where the test is required within that period), at least 95% of the time at all full-time stations throughout the year;
- complete 90% of all tests within 90 minutes of the test appointment time - this will not apply if a vehicle is late for its test appointment;
- provide all drivers with relevant documentation at the end of the test (e.g. roller brake test printout, smoke meter printout, written details of failure items) and offer an explanation about the information contained in the documentation;
- conduct prohibition clearance inspections within 3 working days of a requested dated;
- conduct tests to our published standards.

If you think your vehicle has wrongly failed or passed its test please discuss this in the first instance with test station staff. If the matter cannot be satisfactorily resolved procedures are in place for you to make a formal appeal or complaint. Full details are available from any of our Test Stations. Repairs or adjustments should not be carried out as a further examination of the vehicle may be necessary.



## Enforcement

Our Enforcement Officers aim to:

- apply enforcement standards correctly and fairly;
- avoid delaying vehicles by more than one hour at road checks;
- keep delays at road checks to buses and coaches carrying passengers to a minimum by beginning inspections within 15 minutes and releasing vehicles within 30 minutes of being stopped (note: where prohibitions of further movement of the vehicle are issued or drivers cautioned for offences, longer delays may be necessary but these will be kept to a minimum);
- remove prohibitions immediately if the cause has been put right while a VOSA examiner is still on site, provided the examiner has no reason to think that the vehicle is unfit for service;
- carry out all overloading prohibition clearance examinations within 24 hours of the request being received. A copy of any prohibition will be sent to the vehicle operators within 5 working days;
- issue an exemption to a prohibition (where appropriate) to allow limited safe use of the vehicle subject to specified conditions;
- advise as soon as possible following any investigation whether any further action will be taken and, if so, what that action is likely to be.

If a member of VOSA staff has issued a prohibition notice that you disagree with, you have the right to make a formal complaint, although the terms and conditions of the prohibition notice must still be complied with. A form and accompanying information can be obtained from our Area Offices. Please note that we need to receive your complaint within 14 days of the issue of the prohibition notice. Repairs or adjustments affecting the prohibited defects should not be carried out as a further examination of the vehicle may be necessary.

Appeals against a refusal to clear a roadworthiness prohibition notice should be lodged as soon as possible after the prohibition clearance inspection has been conducted. A form can be obtained from any of our Test Stations.

## MOT Scheme

In our administration of the MOT Scheme we aim to:

- apply enforcement standards correctly and fairly;
- provide timely and reliable advice wherever it is sought;
- notify appointments to visit proposed testing premises within 5 working days from receipt of a fully completed and correct application;
- provide a Nominated Tester training course or assessment exam within 20 working days of receipt of a fully completed and correct application; and
- determine 95% of MOT appeals within 5 weeks of receipt of full written representations by the due date against the withdrawal of Authorised Examiner, Nominated Tester, designated council or designated council inspector status and against intentions to refuse applications for the above.

VOSA can also recheck cars as a means of monitoring the MOT scheme and road safety standards generally.

If you think your car has incorrectly failed an MOT test:

Complete an appeal form (VT17) available from any MOT testing station or ring our National enquiry line. You must appeal within 14 days of the test and a full test fee is payable. We will then offer an appointment within 5 working days to recheck your vehicle. If your appeal is successful some or all of the test fee may be refunded to you.

If you think your car has incorrectly passed an MOT test:

Initially contact the local Area Office. Subject to acceptance for appeal we will offer an appointment within 5 working days to recheck the vehicle (without charge) provided:

1. not more than 28 days have elapsed since the MOT test; or
2. not more than 3 months have elapsed since the MOT test for a rust or corrosion related problem.

The address of the local VOSA Area Office is displayed in MOT testing stations or can be obtained from our National enquiry line.

Further general information about the MOT test is contained in our leaflet 'Your car and the MOT' and in our video 'Your MOT'.



## Putting Things Right

We aim to provide a high standard of service throughout the organisation but recognise that there are times when things go wrong. We value the opportunity to put things right and can use this information to improve business practices.

If the service you have received has not met your expectations, followed the correct procedure or you believe we have not applied policy correctly then please initially bring your concerns to the attention of the local staff.

If the matter is not satisfactorily resolved the following three step complaints procedure is available to you.

### Step one

Contact the relevant local Manager to formally register your points. Most complaints can usually be answered efficiently at a local level, if they are brought to our attention quickly.

Local contact details are available from our national number:

✉ enquiries@vosa.gov.uk  
☎ 0870 60 60 440

### Step two

If you do not feel your complaint has been dealt with adequately at local level, you can forward full details to our Customer Complaints Co-ordinator. Your complaint will be independently investigated and a full reply provided.

✉ Berkeley House  
✉ complaints@vosa.gov.uk  
☎ 0117 954 3406  
☎ 0117 954 3303

### Step three

If you are unhappy with the response, you can then refer your complaint to our Chief Executive to ask for a review. The Corporate Office will independently review your concerns afresh and provide a detailed response.

✉ Corporate Office, Berkeley House  
✉ vosa.corporateoffice@vosa.gsi.gov.uk  
☎ 0117 954 3475 / 3274  
☎ 0117 954 3303

If you have followed steps one, two and three but are not satisfied that we have adequately dealt with your complaint, you may ask to have your case investigated by DVO's Independent Complaints Assessor, by contacting our Chief Executive's Corporate Office.

These procedures do not affect your right to ask an MP to refer your complaint to the Parliamentary Commission for Administration (the Ombudsman). You can get advice on their service from: The Office of the Parliamentary Commission for Administration, Millbank Tower, Millbank, London, SW1P 4QP.  
Helpline: 0845 015 4033  
Email: opca.enquiries@ombudsman.gsi.gov.uk  
Website: www.ombudsman.org.uk



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