

The Service We Give You



CUSTOMER

Contents

Introduction to VOSA.....	3
Customer Promises.....	4
Licensing.....	7
Vehicle Testing.....	8
Enforcement.....	9
MOT Scheme.....	11
Putting Things Right.....	14
Useful Contact Information.....	16

Introduction To VOSA

VOSA is an Executive Agency of Department for Transport (DfT). We provide a range of licensing, testing and enforcement services with the aim of improving the roadworthiness standards of vehicles, ensuring the compliance of operators and drivers and supporting the independent Traffic Commissioners. Our main activities include:

- Supervising the MOT scheme to ensure that the 20,200 garages authorised to carry out MOT tests are doing so to the correct standards;
- Providing administrative support to the Traffic Commissioners in considering and processing applications for licences to operate commercial vehicles;
- Conducting statutory annual testing for heavy commercial vehicles;
- Conducting routine and targeted checks on vehicles, drivers and operators to ensure compliance with road safety legislation;
- Providing a range of educational and advisory activities at the roadside and at operators' premises to promote road safety; and
- Undertaking technical investigations into potential manufacturing or design defects, highlighting safety concerns and monitoring safety recalls.



Our Customer Promises

We want to deliver the best possible service to all of our customers in a fair, efficient and professional manner. As such we aim to:

Customer Promises*

Provide a full response to enquiries quickly. We will respond to 90% of general enquiries within 10 working days and general emails within 5 working days;

Provide a full response to complaints quickly. We will respond to 90% of complaints within 10 working days;

Respond to telephone calls promptly and endeavour to resolve all enquiries at first call. We will answer 70% of telephone calls within 30 seconds;

We will maintain overall customer satisfaction of 90% We will use reliable and accurate methods to measure customer satisfaction on a regular basis;

Be polite, friendly and professional to customers at all times and understand our customers needs;

Provide our customers with information that is clear, accurate and complete. If we do not have all the information required, we will advise customers when they will receive the information they requested;

Make information about the full range of services we provide available to our customers and potential customers, including how and when people can contact us, how our services are run and who is in charge;

Make particular efforts to identify hard to reach and disadvantaged groups and individuals. We've developed our services in response to their specific need. We have policies and procedures that support the right of all customers to expect excellent levels of service.

* Our success in meeting the promises will be measured by our attainment and maintenance of our Customer Service Excellence (CSE) accreditation.

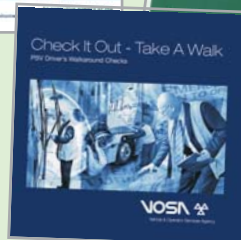
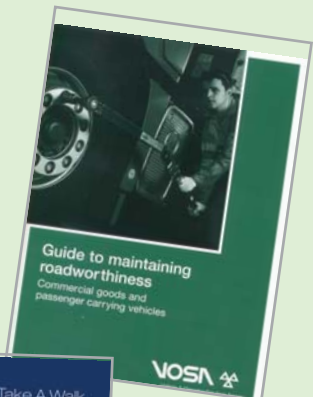
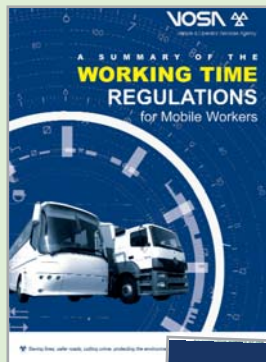
Keeping you informed

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;
- Providing relevant, up to date information on our website (www.vosa.gov.uk).

For more details about VOSA publications please telephone our national number.

0300 123 9000



Consultations

We value your opinion and will seek your views on our performance through, for example, by consulting 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.

Freedom of Information

If you wish to request access to information held by VOSA which is subject to the Freedom of Information or Data Protection Acts, please write to:

✉ Information Access Team
Berkeley House
Croydon Street
Bristol BS5 0DA

📧 inform@vosa.gov.uk



Licensing

Licensing 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;
- 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 completed 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 to:

**The Upper Tribunal Office,
Traffic Commissioner Appeals,
7th Floor, Victory House, 30-34
Kingsway, London WC2B 6EX**
within one month from the date
of the decision.

Full details on how to appeal can be found at:



www.administrativeappeals.tribunals.gov.uk

Or you can contact the Tribunal via:



www.transporttribunal.gov.uk



020 3077 5860



020 3077 5836



transport@tribunals.gov.uk

Vehicle Testing

Staff at VOSA's Vehicle Testing Stations, which undertake lorry, bus, coach, Vehicle Approval, Vehicle Identity Checks (VIC) and other tests, aim to:

- Offer 85% of tests, booked at least 10 days in advance, an appointment at the test station of choice within 1 working day of the requested date;
- Increase the number of tests conducted at non-VOSA sites, providing customers with more convenience, reduced vehicle down-time and operational savings;
- 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 date;
- Conduct tests to our published standards.

If you think your vehicle has wrongly failed its test:

In the first instance, bring the matter to the attention of testing station staff whilst you are still on site. If you wish to appeal against this decision you must do so within 14 days by advising either the Testing Station or ringing **0300 123 9000**. No repairs or adjustments should be made to the vehicle. There will be a charge for this type of re-inspection.

If you think your vehicle has wrongly passed its test;

Advise us by ringing **0300 123 9000** as soon as possible; sufficient time must be allowed for the vehicle to be re-inspected within 28 days for general defects or up to 3 months for corrosion related defects. There is no charge for this type of re-inspection. Please note that no repairs or adjustments should be made to the vehicle.

Enforcement

Our Enforcement Officers aim to:

- Apply enforcement standards and sanctions correctly and fairly;
- Provide advice and guidance to help improve compliance
- Keep delays at road checks to a minimum by beginning inspections within 15 minutes and releasing clear 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);
- Conduct all overloading prohibition clearance examinations within 24 hours of the request being received; a copy of any prohibition will be sent to the vehicle operator within 5 working days;
- Remove prohibitions on site where there is no reason not to do so;
- 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;
- Issue Graduated Fixed Penalties and Deposits in line with our published Enforcement Sanctions Policy. A guide to the Graduated Fixed Penalties Notices and Financial Deposits can be found on:
www.businesslink.gov.uk.



There is no right of appeal against the issue of a prohibition. If you are unhappy about the issue of a prohibition you may re-present it for clearance in the condition in which it was prohibited. If the prohibition is cleared but you wish to complain about any aspect of the enforcement action that was taken you may follow the complaints procedure as detailed in the section 'Putting Things Right' towards the end of this leaflet, or fill in a Prohibition Complaints form which can be obtained from the Testing Station.

If you wish to appeal against the refusal to remove a prohibition you must do so within 14 days by advising either the Testing Station staff or by ringing **0300 123 9000**.

Sharing intelligence

You can pass on intelligence to VOSA in the following ways:

Email:

enquiries@vosa.gov.uk

Tel:

0800 030 4103

our dedicated freephone number for receiving intelligence.

To prevent investigations being compromised and also to protect third party information, we will not disclose to you the details of any action we might decide to take.



MOT Scheme

In our administration of the MOT Scheme we aim to:

- apply enforcement standards correctly and fairly and provide timely and reliable advice wherever it is sought;
- within 5 working days from receipt of a fully completed and correct application, issue notifications of appointments to visit proposed testing premises;
- provide 80% of all Nominated Tester Training Assessment exams within 20 working days of receipt of a fully completed and correct application; and
- determine 95% of MOT appeals against refusal or cessation of MOT authorisation or approval within 25 working days of either receipt of full written representations, or the date of informal hearing.



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

Complete an appeal form (VT17) available from any MOT testing station or ring **0300 123 9000**. You must appeal within 14 working days of the test and we will require a full test fee from you. 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:

Let us know as soon as possible. Subject to acceptance of the complaint we will offer an appointment within 5 working days to re-examine your vehicle (without charge) provided: not more than 3 months have elapsed since the time of the test for a corrosion defect, or up to 28 days for other defects. VOSA can also recheck cars as a means of monitoring the MOT scheme and road safety standards generally.



Please note that we cannot seek redress or compensation on your behalf. Any subsequent action which we may decide to take against the testing station which tested your vehicle will be at our discretion and should have no bearing on any action you may decide to take.

To check the MOT status of your vehicle:

Please visit our website www.motinfo.gov.uk

or call **0870 330 0444**

(MOT Enquiry Service).

You will be able to check the MOT status of your car subject to proof of legitimate interest.

More detailed service standards are contained in our Memorandum of Agreement and Testing, Enforcement and MOT Service Level Agreements (SLAs) available on our website;

www.dft.gov.uk/vosa

or on request by calling

0300 123 9000.



Putting things right


VOSA is committed to providing a high standard of service to all our customers and values your complaints, suggestions and compliments as a means to improve business practices and drive change. In order to make sure we capture your comments about the service you have experienced, we have put in place the following system.

Step one:


Initially bring your comment to the attention of local staff who will be happy to help. Alternatively you can ring our national number on **0300 123 9000** who will forward your comment to the relevant local manager.


Step two:

If you do not feel your comment has been dealt with adequately at a local level, you can forward your comment to our Customer Complaints Co-ordinator, either directly or via the national number on **0300 123 9000**. Your comment or complaint will be independently investigated and a full reply provided.

 **Berkeley House, Croydon Street, Bristol, BS5 0DA**


 **complaints@vosa.gov.uk**

 **0117 954 3406**


 **0117 954 3209**


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.

 **VOSA Corporate Office, Berkeley House, Croydon Street, Bristol, BS5 0DA**

 **vosa.corporateoffice@vosa.gov.uk**

 **0117 954 3475 / 3274**

 **0117 954 3209**

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 our Department's Independent Complaints Assessor, by contacting VOSA's Corporate Office.

These procedures do not affect your right to ask an MP to refer your complaint to the Parliamentary and Health Service Ombudsman. You can get advice on their service from:



PHSO Millbank Tower, Millbank, London, SW1P 4QP



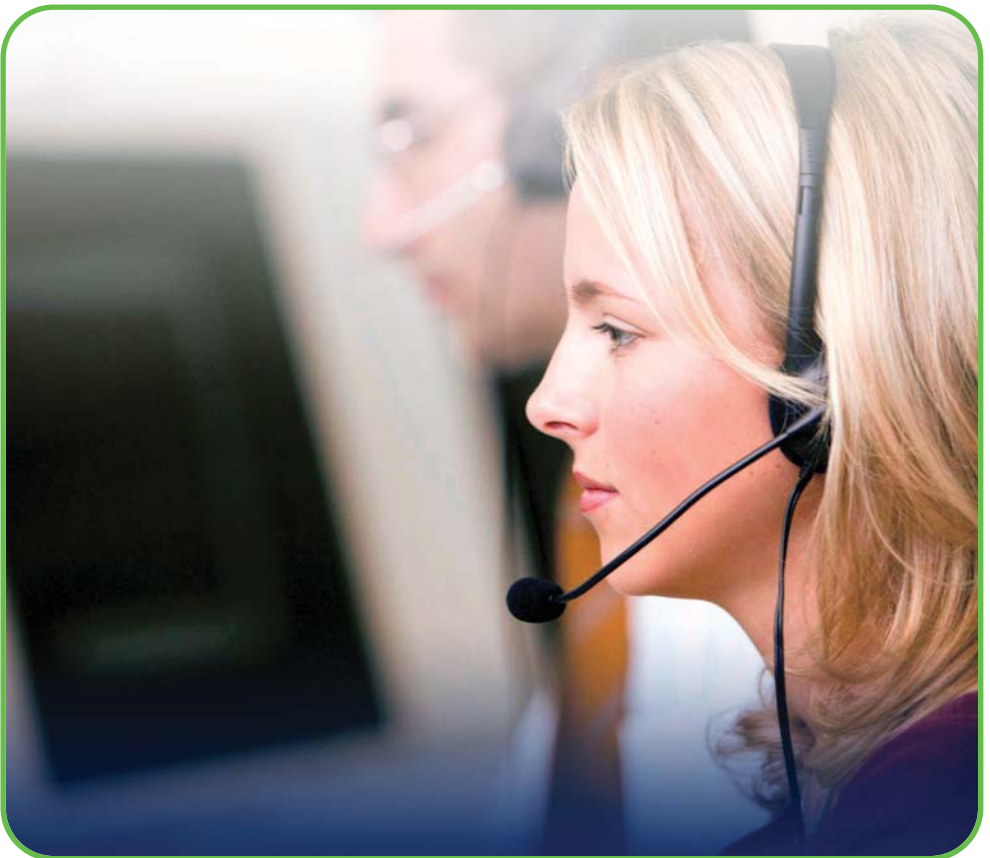
Helpline: 0345 015 4033



phso.enquiries@ombudsman.org.uk



www.ombudsman.org.uk



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Visit our websites

for commercial customers
www.businesslink.gov.uk

for private motorists
www.direct.gov.uk

for corporate information
www.dft.gov.uk/vosa

Contact us:

E-mail
enquiries@vosa.gov.uk

National Number
0300 123 9000

Monday to Friday - 7.30am until 6.00pm
(normal working hours)

