Mr Matthew R D Smith

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Dear Sir or Madam,

I writing to you with regards to my experience applying for my car driving license, from first applying for my provisional via your website right through to completing my final practical driving test now that I have successfully passed and I am awaiting my license.

**Provisional license**

Applying for my provisional license was simple and easy via your website. The license arrived in good time.

**Theory test**

Applying for theory test via your website was also very simple, the integrate with Pearson is transparent and it works well. I was able to book a test in excellent time. The equipment was clean and in good order and the building was easy to find. The staff at the Ipswich test centre were professional and friendly.

**Practice test**

Applying for the practice test via your website was again, very simple. I was able to reschedule without any problems also. I was able to get a test when I required.

The information was very clear, however the driving test booking confirmation stated to bring along your theory test pass certificate – this was not required. This is a little confusing as the test is completed online and the theory test was completed prior to booking the practice test online. Perhaps you could update it so if this scenario occurs, this line is not included or perhaps add a – if you have completed within 72 hours, please bring it along. This is a minor thing, but it causes additional worry for something that isn’t required on the day.

The staff at the Ipswich test centre are friendly and my examiner (whose name I forget) explained the process well, gave clear instructions, was fair, calming and gave good constructive feedback at the end of the exam.

Having worked in local government I understand some the problems you are facing and I am amazed at the job your department has achieved. Your Ipswich staff operate to a very high standard and are a real asset to your department.

Kind Regards,

Matt Smith