



Driver and Vehicle Licensing Agency

Drivers Customer Services

DVLA
Longview Road
Swansea
SA6 7JL

Telephone

Fax

Minicom

Email

Website

Your Ref

Our Ref

FOI 789/07

Date:

15 October 2007

Thank you for the recent email requesting information under the Freedom of Information Act 2000.

You asked

Statistics on how many clients report that enclosures (e.g. passports and birth certificates) have been sent and not received or have gone missing in transit (2007 to date 2006, 2005).

In 2005 DVLA dealt with 5,372 reported cases of lost documents. Of these 2,739 cases/claims were not pursued (many because the documents were delivered late by Royal Mail).

In 2006 there was 3,607 cases of documents reported lost to the Agency. The number of claims/cases not pursued during this period was 1,465.

From January 2007 until 15 October 2007, DVLA dealt with 3,077 cases of missing documents. Of this figure 618 claims were not pursued.

To put these figures in perspective you may be interested to know that we receive around 80,000 items of mail on a daily basis (Monday to Friday). This is a combined figure for the whole of DVLA Swansea. I should also add DVLA process approximately 27,000 licences daily, not all of these applications however are supported by identity documentation.

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Department for
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If you have any queries about the information in this letter please contact me using the details above, remembering to quote the reference number in any future correspondence.

If you are unhappy with the way the Agency has handled your request, you may ask for an internal review. You should contact Customer Complaints Section, Drivers Customer Services, DVLA, Longview Road, Morriston, Swansea SA6 7JL, or by email, drivers@dvla.gsi.gov.uk if you wish to complain in the first instance. If you are not content with the outcome of the internal review, you have the right to apply to the Information Commissioner for a decision. The Information Commissioner can be contacted at:-

Information Commissioner's Office
Wycliffe House
Water Lane
Wimslow
Cheshire
SK95AF

Yours faithfully