

# How to contact us or make a complaint

For more information go to [www.direct.gov.uk/motoring](http://www.direct.gov.uk/motoring)



## Who are we?

We are the Driver and Vehicle Licensing Agency (DVLA), an executive agency of the Department for Transport (DfT). Our head offices are in Swansea. We also have a network of 39 local offices spread across Great Britain.

## Our standards of service

### We will try to do the following:

- Send your driving licence to you within three weeks of us receiving your application (**it may take longer if you have declared a medical condition**).
- Send your Registration Certificate (V5C) to you within two weeks of receiving your application. If you are applying to be the new keeper using either the form 'Application for a vehicle registration certificate' (V62) or 'Application to transfer or retain a vehicle registration number' (V317), we will send your V5C to you within four weeks of receiving your application.
- Send your vehicle tax refund within six weeks of receiving your application.
- Answer phone calls received in our Customer Enquiries Group within 30 seconds.
- Reply to a letter within two weeks.

### If you need to know more

You can find more information on the **Directgov website**.

- For information on driving licences go to **[www.direct.gov.uk/driverinfo](http://www.direct.gov.uk/driverinfo)**
- For information for drivers with medical conditions go to **[www.direct.gov.uk/driverhealth](http://www.direct.gov.uk/driverhealth)**
- For information on registering vehicles go to **[www.direct.gov.uk/vehiclereg](http://www.direct.gov.uk/vehiclereg)**
- For information on taxing vehicles go to **[www.direct.gov.uk/vehicletax](http://www.direct.gov.uk/vehicletax)**
- For information on transferring and keeping registration numbers go to **[www.direct.gov.uk/numbertransfer](http://www.direct.gov.uk/numbertransfer)**
- To download our forms go to **[www.direct.gov.uk/motoringforms](http://www.direct.gov.uk/motoringforms)**
- To download our leaflets go to **[www.direct.gov.uk/motoringleaflets](http://www.direct.gov.uk/motoringleaflets)**

You can also get leaflets on 'Driving licences' (**D100**) and 'What you need to know about registering and taxing your vehicle' (**V100**), from Post Office® branches.

## If you need to contact us

### For enquiries about driving licences

To help us deal with your enquiry, you will need to tell us your driver number or full name, your date of birth and your postcode. You can contact us in the following ways.

- By writing to:

#### **Central Casework Group - Drivers**

Enquiries

DVLA

Swansea

SA6 7JL

- By phoning **0300 790 6801** between 8am and 7pm Monday to Friday, and between 8am and 2pm on Saturdays.
- By sending a fax to **0300 123 0784**

If you are deaf or hard of hearing and have a **textphone**, phone **0300 123 1278** (this number will not respond to ordinary phones).

### For enquiries about vehicles

To help us deal with your enquiry, you will need to tell us your full name, the vehicle registration number, and the make and model of the vehicle. You can contact us in the following ways.

- By writing to:

#### **Central Capture Unit**

Correspondence Team - Vehicles

DVLA

Swansea

SA6 7JL

- By phoning **0300 790 6802** between 8am and 7pm Monday to Friday, and between 8am and 2pm on Saturdays.
- By sending a fax to **0300 123 0798**

If you are deaf or hard of hearing and have a **textphone**, phone **0300 123 1279** (this number will not respond to ordinary phones).

## DVLA local offices

DVLA local offices provide specialist vehicle registration and tax services and are open between 9am and 5pm Monday to Friday, and between 9.30am and 5pm on the second Wednesday of each month.

You can get the address of your nearest DVLA local office:

- on the website at **www.direct.gov.uk/dvla/local** or
- by phoning **0300 123 1277** (you will be asked to give your postcode).

## How to make a complaint

**We aim to always give you the best possible service.**

Please tell us:

- when we do well
- if we fail to meet your expectations, and
- how we could improve our services.

**If you want to make a complaint, there are four steps you should follow.**

To help us deal with your complaint fully, you will need to give full details of your complaint and any previous dealings you have had with us about it, together with the following:

- Your full name and address.
- Your date of birth or driver number (if your complaint is about your driving licence).
- The vehicle's registration number, make and model (if your complaint is about a vehicle).
- Your daytime phone number (if possible).

**The four steps are as follows:**

### Step 1

If we have contacted you and you are unhappy with the reason why, you should get in touch as soon as possible using the contact information we have provided. That person should be able to help you.

## **Step 2**

If we haven't been able to settle your complaint, you can write to:

**Carole Evans**  
**Customer Services Manager**  
**DVLA**  
**Swansea**  
**SA7 0EE**

Email through the website [www.direct.gov.uk/emaildvla](http://www.direct.gov.uk/emaildvla)  
Fax: 01792 766416.

We aim to immediately confirm that we have received your complaint. You need to provide full details of your complaint and the response you have received so far and Carole Evans will make sure the responsible area answers your complaint within two weeks. Please allow 3-4 days for postage. If it is going to take us longer than this to give you a full reply, we will let you know.

## **Step 3**

If you are still not satisfied, you can write to:

**Simon Tse**  
**Chief Executive**  
**DVLA**  
**Swansea**  
**SA6 7JL**

We aim to immediately confirm that we have received your complaint.

You need to provide full details of your complaint and the response you have received so far and Simon Tse will make sure that the manager of the responsible area answers your complaint within two weeks. Please allow 3-4 days for postage. If it is going to take us longer than this to give you a full reply, we will let you know.

If, after writing to Simon Tse, you are not happy with the way we have handled your complaint, you can write back to us asking to have the matter referred to an Independent Complaints Assessor (ICA).

Once in receipt of your request, the ICA will let you know if they can review your case. So, it would be helpful if you explain in your letter why your complaint should be reviewed.

For more information about the Department for Transport's ICA process go to [www.dvla.gov.uk/ica](http://www.dvla.gov.uk/ica)

## **Step 4**

If you think that we have not done everything we could have done to settle your complaint, you may want to contact a Member of Parliament. They may refer the matter to the Parliamentary and Health Service Ombudsman (PHSO).

**Please note that although we will do everything possible to settle your complaint, there are some decisions we have to make by law. As a result, we may not always be able to meet your expectations.**

## Your feedback

We would welcome your comments on how we can continue to improve our services. We may contact you for your views on how we handled your complaint.

## Compensation

There may be times when mistakes cause extra expense or financial loss. At these times you may wish to ask us to consider paying you compensation. As we are funded by the Government, to protect public funds we must make sure we only pay justified claims. We usually need to see evidence to support your extra expense or financial loss.

## The Equality Act 2010

We value all our customers and will endeavour to provide excellent service whatever the protected characteristics under the Equality Act 2010.

For our disabled customers, if you need help, get in touch with us using your usual method of communication (for example, face-to-face or by phone, fax, textphone, email, CD or letter).

If you need a large-print version of this leaflet or want to ask about our other services for customers with disabilities, please write to:

**Carole Evans**  
**Customer Services Manager**  
**DVLA**  
**Swansea**  
**SA7 0EE**

## 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.direct.gov.uk/dvladataprotection](http://www.direct.gov.uk/dvladataprotection)**

