



Vehicle & Operator Services Agency

From: **Information Access**
inform@vosa.gov.uk

Information Access Team
Berkeley House
Croydon Street
Bristol
BS5 0DA

Tel: 0117 954 2545
Fax: 0117 954 2546

Our Ref: **F0001449**

Date: 18th September 2008

Dear

FREEDOM OF INFORMATION ACT 2000

I refer to your email of 28th August 2008 in which you request information concerning "dial-a-ride" services in the region covered by the Scottish Traffic Area Office.

Attached to the covering email is a spreadsheet which shows all dial-a-ride services registered. I have been in contact with the Traffic Area Office, and have confirmed with them that files can be inspected at their premises during normal working hours, and that copies can be made on receipt of payment as shown in the fortnightly Notices and Proceedings publication.

I would suggest that you contact either ***** or ***** in the first instance to arrange a convenient time to visit the office.

If you have any queries about this letter, please contact us, quoting reference **F0001449**.

If you are unhappy with the information supplied, you may ask for an internal review. To request an internal review, please write to:

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

or email vosa.corporateoffice@vosa.gsi.gov.uk

giving the reasons for your dissatisfaction. It will help us if you quote the reference number for your case.

If you do not agree with the outcome of the internal review, you may lodge an appeal with the Information Commissioner (www.informationcommissioner.gov.uk). The Information Commissioner is an independent official appointed by the Crown to oversee the Data Protection Act 1998, the Freedom of Information Act 2000 and the Environmental Information Regulations 2004.

The Information Commissioner can consider complaints about any aspect of the way in which requests for information have been handled. Please note: the Information Commissioner would be unlikely to consider your complaint if you have not first requested an internal review.

You can write to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire
SK9 5AF

Yours sincerely

VOSA Information Access