



Vehicle & Operator Services Agency

From: **Information Access**
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Information Access Team
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BY EMAIL

Tel: 0117 954 3200
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Our Ref: **F0001637**

Date: 27th January 2009

Dear

FREEDOM OF INFORMATION ACT 2000

I refer to your e-mail of 23rd January 2009 in which you asked whether there is a standard extension period set by the Vehicle and Operator Services Agency (VOSA) where an AE/NT or agent requests an extension of time in which to respond to VOSA.

In paragraph 7.4.2.2 of our Operating Instructions it states:-

“If a timely reply is not received a Representations Reminder letter – SL1-081 notifying the party(ies) that a further 7 days grace will be granted must be sent. It must clearly state that after the 7-day period a decision will be made with or without representations.”

Any requests for an extension of time in which to respond should be dealt with on the same basis – ie 7 calendar days.

If you have any queries about this letter, please contact me. Please remember to quote the reference number **F0001637** in any future communications.

If you are unhappy with the response provided, 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