



Vehicle & Operator Services Agency

From: **Information Access**
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Tel: 0300 123 9000
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Our Ref: **F0001656**

Date: 4th February 2009

Dear

FREEDOM OF INFORMATION ACT 2000

I refer to my letter of yesterday's date concerning your request for information concerning current guidance and training given to our Traffic Examiners in relation to environmental site visits they carry out at operating centres.

I can confirm that there are no written instructions or training given with regards to this area of their work at the present time, but as you are aware, new guidance on this is being prepared at the moment.

If you have any queries about this letter, please contact us at the above address, quoting reference **F0001656**.

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