



Vehicle & Operator Services Agency

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

Information Access Team
Berkeley House
Croydon Street
Bristol
BS5 0DA

Tel: 0300 123 9000
Fax: 0117 954 2546

Our Ref: **F0002046**

Date: 6th August 2009

Dear

FREEDOM OF INFORMATION ACT 2000

I refer to your e-mail of 26th July 2009. We have dealt with this under the terms of the Freedom of Information Act 2000.

You asked for details of mobile devices used by our staff when conducting the mandatory annual testing of vehicles. I can confirm that no such devices are used by our staff when carrying out this procedure. You also asked for details of the process used when testing vehicles. I have attached copies of our Operating Instructions for the testing of Heavy Goods Vehicles (Lorries) and Public Service Vehicle (Buses/Coaches) to the covering e-mail.

If you have any queries about this letter, please contact us, quoting reference **F0002046**.

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