

Complaints

We want to hear about any unsatisfactory aspects of our performance, but we need you to bring them to our attention. We believe that those who have business with VOSA are entitled to fair and consistent standards which are clearly explained. If you feel that we have not met you with an acceptable standard of service, you have a right to complain.

We undertake to send you a full written reply within 15 working days, although in some cases where detailed investigation is needed this period may be longer. In these cases we will write to tell you when you can expect a reply.

We hope that most complaints can be resolved at local level. If you are not happy with the outcome after complaining to the member of staff you are dealing with, you can ask for your complaint to be reviewed:

- for complaints about Notifiable Alterations, contact the Station Manager at your local VOSA test station, or the appropriate Regional Manager. (Telephone number will be provided by the test station).
- If you are still unhappy with the situation, you can contact the Customer Complaints Manager at VOSA, Berkeley House, Croydon Street, Bristol, BS5 0DA. Complaints

will be fully investigated by the appropriate senior managers and replies will be provided to you in writing.

- If you continue to be dissatisfied you can complain in writing to VOSA's Chief Executive, who in certain circumstances may refer a complaint to an independent adjudicator.

These procedures do not affect your right to ask your local MP to take up your complaint, or ask that it be referred to your Parliamentary Ombudsman. Advice on how to complain to the Ombudsman can be obtained from:

Parliamentary Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP.

Helpline: 0845 015 4033

Email: Phso.enquiries@ombudsman.org.uk

For further details on any of the information in this leaflet, please contact your local test station or the VOSA's national number:

0870 60 60 440

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A guide to notifiable alterations

General

As part of our continuing commitment to improve customer service, this document is intended to explain the revised 'Notifiable Alteration' procedures (VTG10)

What is a notifiable alteration?

A Notifiable Alteration is notification of a change of vehicle specification, or plating details, i.e. changes to: vehicle registration (cherished transfer), vehicle body, tyre sizes, brake systems, fixed equipment, weight changes etc.

Main types

There are two main types of VTG10, both of which require the completion of a VTG10 form and the appropriate fee. The forms are available and can be submitted to your local test station or Welcombe House in Swansea.

Type 1 (not always examined)

This applies to the following:

- Where weight limits change and the vehicle has the design capacity.
- A change of tyre size or capacity.
- A change of registration number (cherished transfer)

Procedure

- 1 Complete form VTG10
- 2 Submit VTG10 together with the

appropriate fee, the current plating certificate (VTG7) or type approval certificates to your local test station or Welcombe House and in the case of cherished transfers, the registration document.

- 3 In most cases it will not be necessary to present the vehicle to a test station.

Notes

In order to ensure the integrity of the system, the Vehicle and Operator Services Agency will examine a proportion of these vehicles and target checks where necessary.

Cherished transfers can be processed more effectively at Welcombe House.

Type 2 (always examined)

This applies to all other types of alteration undertaken by vehicle operators.

Procedure

- 1 Contact the manufacturer, to obtain the details of changes required.
- 2 Complete form VTG10, highlighting the changes to the vehicle.
- 3 Submit the form and the appropriate fee to your local test station or the Goods Vehicle Centre.
- 4 Carry out the modification.
- 5 You will receive an appointment letter
- 6 Submit the vehicle along with the

plating certificate (VTG7) to the test station on the stated date and an examination of the relevant components will be carried out along with a brake test in most cases.

- 7 If inspection is satisfactory, amended documents will be issued.

Notes

- a it may be possible in some cases to make application by phone, with faxed details.
- b Multiple applications of the same change can be made on one application.

Standards of service

The standards of service we can offer are dictated by the information provided by you and the manufacturer of your vehicle, particularly in cases which involved detailed modifications.

Provided that the correct information is available, we will strive to meet the following service standards.

Test stations

Tyre or legal limit weight changes:

90% within one working day of receipt

All others:

90% within 20 working days of requested date

Welcombe House

No examination required:

90% within 3 working days of receipt.

All others within 20 working days of requested date.