

PUTTING THINGS RIGHT



Vehicle & Operator Services Agency

Berkeley House, Croydon Street,
Bristol, BS5 0DA

www.vosa.gov.uk

VOSA is committed to providing a high standard of service to all our customers and values your complaints, suggestions and compliments as a means to improve business practices and drive change. In order to make sure we capture your comments about the service you have experienced, we have put in place the system below.

Contact VOSA's Customer Complaints Co-ordinator.

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✉ Berkeley House

📧 complaints@vosa.gov.uk

☎ 0117 954 3406

📄 0117 954 3209

3 Contact VOSA's Chief Executive.

✉ Corporate Office, Berkeley House.

📧 VOSA.CorporateOffice@vosa.gsi.gov.uk

☎ 0117 954 3475 / 3274

📄 0117 954 3209

Please raise your complaint with our Contact Centre who will forward it to the relevant local manager.

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📧 enquiries@vosa.gsi.gov.uk

☎ 0300 123 9000



The Chief Executive may refer your case to our Department's Complaint Assessor. You can also ask a Member of Parliament to send your complaint to the Parliamentary and Health Service Ombudsman.

START

Initially bring your comments to the attention of local staff, who will be happy to help. If you wish to escalate your points, then steps 1, 2 & 3 are available to you.

An executive agency of the
Department for
Transport