



**The Test**

15. Name of Vehicle Testing Station involved .....

(If more than one Testing Station is involved please refer to Note 1)

Address: .....

.....

.....

..... Post Code:.....

16. Give the reasons for making your appeal .....

.....

.....

.....

17. Test Certificate / Refusal of an MOT Test Certificate

MOT Test Number .....was issued on.....

**Declaration**

18. I have read Note 4 and declare that;

1 I purchased the vehicle on \_/ \_/ \_ (enter date if purchased after the date of the test).

2 To my knowledge since the date of the test, or the date of purchase;  
**(tick only box a or box b)**

a) no repairs, alterations or other changes in the condition of the vehicle have taken place [ ]

b) the following repairs, alterations or changes in the condition of the vehicle have taken place as described below,..... [ ]

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**Additional Information**

19. Please use the space below for any further information you think might be relevant to the appeal

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Print name .....

I enclose the fee of £ ..... Cheque / Postal Order No. ....

Signed ..... Date .....

**Copies of documents enclosed:**

MOT Test Certificate (VT20) [ ]

Refusal of an MOT Test Certificate (VT30) [ ]

Advisory Notice (VT32) [ ]

## THIS SECTION IS FOR VOSA OFFICE USE ONLY

Test Undertaken by: ..... Date and Time:.....  
VTS to be used: ..... Complainant fee returned: Yes / No  
..... Cashier Ref: .....  
..... VTS fee (if applicable) .....  
VT20 Number: ..... VT30 Number .....

### Notes

Please read the following notes;

In either case please fully complete the form

1. If you believe that a test result is wrong and wish to have the decision reviewed please complete this form. If your vehicle has failed its test and you think that some of the failure items are wrong you may if you wish appeal against specific failure items only. If you are unhappy with the results of more than one test then please give the name of the Testing Station and the reason for your appeal against the additional Testing Station, in question 15. Please answer questions 15, 16 and 17 separately for each test (using a separate form) and include in the answer to question 18 details of any changes to the condition of the vehicle between tests.
2. To appeal against the issue of an MOT Test Certificate (VT20/VT20W) this form must be received at the local VOSA Office as soon as possible after the test. We will not normally investigate appeals received more than TWENTY-EIGHT DAYS after the date of the MOT test for mechanical defects or THREE MONTHS in the case of corrosion.
3. To appeal against the issue of a Refusal of an MOT Test Certificate (VT30) this form must be received at the local VOSA Office as soon as possible, but no later than 14 working days after the date of the MOT test. You must pay an appeal fee in advance which is the same as the current full MOT test fee. A list of the current fees is displayed in every MOT station. If you are submitting the form electronically, we will contact you to make arrangements for payment of the test fee. If we agree with some, or all, of the grounds for your appeal we will refund the appeal fee in part or in full, as appropriate. Please do not send cash with your application. Cheques should be made payable to the 'Vehicle and Operator Services Agency'.
4. **Please do not carry out ANY repairs to the vehicle until the appeal procedure has been completed.** When considering whether the original test result was correct, VOSA have to make a judgment on the condition of the vehicle **at the time it was tested**. Whether this is possible depends on the type of fault and on what has happened to the vehicle since it was tested. Any replacement, adjustments, removal of shields or underseal, or other work done on the vehicle may make this judgment impossible. It is therefore very important that you answer question [18] as fully as possible. In the case of appeals about a test pass, we will not normally re-examine a vehicle if we consider that we cannot judge the vehicle condition at the time of test. In the case of appeals about test failures, if we cannot make a judgment because of changed vehicle condition it is unlikely that your appeal fee will be refunded.

### Appeal Procedure

5. On receipt of the Appeal form VOSA will contact you to discuss the grounds for appeal. If the appeal goes ahead the examination will be carried out at a suitable place by a VOSA Vehicle Examiner (VE).
6. The VE will carry out the fullest MOT examination possible, applying the test methods and standards specified in the MOT Inspection Manual appropriate to your vehicle. As soon as practical after completion of the examination we will issue either a pass (VT20/VT20W) or fail (VT30) and, if appropriate an Advisory Notice (VT32). If our examination result differs from that of the original test, we will also give you a copy of the Vehicle Examiner's assessment of whether the differences should have been noted at the time of the original test.
7. The examination will take place, if possible, at a location mutually acceptable to all interested parties.
8. Please bring the vehicle's registration document (V5C) and MOT Test Certificate (VT20/VT20W) or Refusal of an MOT Test Certificate (VT30), or a copy of them, with you to the examination. If you have any other documents that you think may be relevant please also bring them, or a copy of them, with you to the examination.
9. The Tester who carried out the original test, their employer and their representatives will also be invited to attend the examination. We will not provide them with your name or contact details without your specific agreement, though clearly they may be able to identify you from the information you supplied when the vehicle was tested. However **you need not attend the examination personally**. If you do not wish to do so please discuss this with us when we are making arrangements about where and when the examination will take place.
10. VOSA's purpose in dealing with appeals is to monitor whether correct test standards have been applied and to work with the MOT Testing Stations to try to ensure that correct standards are applied in future. In some cases this may lead to the Testers or businesses having their right to carry out MOT tests removed. We cannot directly help you to obtain compensation for any errors that may have been made. However, if you do wish to pursue such a claim, you may use the documents we supply for that purpose (see note 6). Your legal adviser or your Local Authority's Trading Standards or Consumer Protection Department may be able to advise you on how to pursue such a claim.

### Data Protection

The personal information you provide on this form will be used for the purposes of VOSA's statutory functions. It will not be disclosed to other organisations unless required or permitted by law. For further information, visit our Information Charter available from VOSA's website: [www.vosa.gov.uk](http://www.vosa.gov.uk).