

April 2008 to March 2009

Directorate	Total	Male	Female
Customer Enquiries	10.92	9.17	11.87
Chief Executive's Office	2.50	-	5.00
Central Operations	9.55	8.04	10.51
Enforcement	7.29	5.93	8.22
Finance & Strategy	8.50	3.84	12.06
Human Resources & Estates	9.76	7.63	11.82
Local Services Network	7.74	6.13	8.72
Products & Services	7.24	3.15	10.68
Programmes	8.27	5.15	12.35
Policy & External Communications	7.20	2.93	9.90
Shared Services Centre	7.39	6.97	7.54
DVLA Overall	8.97	7.05	10.20

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<http://www.opsi.gov.uk/click-use/index.htm>.

If you are unhappy with the way the DVLA has handled your request or with the decisions made in relation to your request you may complain by writing to me at the above address. Please see attached details of the Department for Transport's complaints procedure and your right to complain to the Information Commissioner.

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

Sent via email

Debbie Riley
Head of Resource and Organisation Unit
C1/E

Your right to complain to [DfT/Agency] and the Information Commissioner

You have the right to complain about the way in which your request for information was handled and/or about the decision not to disclose all or part of the information requested. In addition a complaint can be made that DfT has not complied with its FOI publication scheme.

Your complaint will be acknowledged and you will be advised of a target date by which to expect a response. Initially your complaint will be re-considered by the official who dealt with your request for information. If, after careful consideration, that official decides that his/her decision was correct, your complaint will automatically be referred to a senior independent official who will conduct a further review. You will be advised of the outcome of your complaint and if a decision is taken to disclose information originally withheld this will be done as soon as possible.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF