

# Customer service guide and what to do if things go wrong

For more information go to [www.direct.gov.uk/motoring](http://www.direct.gov.uk/motoring)



## Who are we?

We are the Driver and Vehicle Licensing Agency (DVLA), an executive agency of the Department for Transport (DfT). Our head offices are in Swansea. We also have a network of 39 local offices spread across Great Britain. We issue more than 7 million driving licences and 9 million registration certificates (V5C) each year. We also respond to more than 8 million enquiries from the police and 28.2 million enquiries from customers relating to driver licensing and registering vehicles.

## Our standards of service

### We will try to do the following.

- Send your driving licence to you within 15 working days of us receiving your application. **(It may take longer if you have made a medical declaration.)**
- Send your vehicle registration certificate (V5C) to you within 10 working days of receiving your application, or within 20 working days of receiving your application if you are applying to be the new keeper using form V62, 'Application for a vehicle registration certificate' or form V317 'Application to transfer or retain a vehicle registration number'.
- Send your vehicle tax refund within 30 working days of receiving your application.
- Answer phone calls received in our Customer Enquiries Group within 30 seconds.
- Reply to a letter within 10 working days.

### If you need to know more

You can find more information on the **Directgov website**.

- For information on driving licences go to **[www.direct.gov.uk/driverinfo](http://www.direct.gov.uk/driverinfo)**
- For information on drivers with medical conditions go to **[www.direct.gov.uk/driverhealth](http://www.direct.gov.uk/driverhealth)**
- For information on registering vehicles go to **[www.direct.gov.uk/vehiclereg](http://www.direct.gov.uk/vehiclereg)**
- For information on taxing vehicles go to **[www.direct.gov.uk/vehicletax](http://www.direct.gov.uk/vehicletax)**
- For information on transferring and keeping registration numbers go to **[www.direct.gov.uk/numbertransfer](http://www.direct.gov.uk/numbertransfer)**
- To download our forms go to **[www.direct.gov.uk/motoringforms](http://www.direct.gov.uk/motoringforms)**

- To download our leaflets go to [www.direct.gov.uk/motoringleaflets](http://www.direct.gov.uk/motoringleaflets)

You can also get leaflets on 'What you need to know about driving licences' (D100) and 'What you need to know about registering and taxing your motor vehicle' (V100), which are available from Post Office® branches.

## If you need to contact us

### For enquiries about driving licences

To help us deal with your enquiry, you will need to tell us your driver number or full name, your date of birth and your postcode. You can contact us in the following ways.

- By writing to:  
Driver Customer Services (DCS)  
Correspondence Team  
DVLA  
Swansea  
SA6 7JL.
- By sending an e-mail to **xxxxxxx.xxxx@xxxxx.xxx.uk**
- By phoning **0870 240 0009** between 8am and 8.30pm Monday to Friday, and between 8am and 5.30pm on Saturdays.
- By sending a fax to **0870 240 1651**.

If you are deaf or hard of hearing and have a **textphone**, phone 01792 766366. (This number will not respond to ordinary phones.)

### For enquiries about vehicles

To help us deal with your enquiry, you will need to tell us your full name, the vehicle registration number, and the make and model of the vehicle. You can contact us in the following ways.

- By writing to:  
Vehicle Customer Services (VCS)  
Correspondence Team  
DVLA  
Swansea  
SA99 1AR.
- By sending an e-mail to **xxxxxxxxx.xxxx@xxxxx.xxx.uk**
- By phoning **0870 240 0010** between 8am and 8.30pm Monday to Friday, and between 8am and 5.30pm on Saturdays.
- By sending a fax to **0870 850 1285**

If you are deaf or hard of hearing and have a **textphone**, phone 01792 766426. (This number will not respond to ordinary phones.)

## **DVLA local offices**

DVLA local offices provide specialist registration and taxing services and are open between 9am and 5pm Monday to Friday, and between 9.30am and 5pm on the second Wednesday of each month.

You can get the address of your nearest DVLA local office:

- on the website at **[www.direct.gov.uk/dvlocal](http://www.direct.gov.uk/dvlocal)**; or
- by phoning 0870 243 0444 (you will be asked to give your postcode).

## **What to do if things go wrong**

**We aim to always give you the best possible service.**

Please tell us:

- when we do well;
- when we fail to meet our service standards; and
- how we could improve our services.

**If you want to make a complaint, there is a four-step procedure you should follow.**

**At each step you will need to give:**

- your full name and address;
- your date of birth or driver number (if your complaint is about your driving licence);
- your vehicle's registration number, make and model (if your complaint is about a vehicle);
- your daytime phone number (if possible); and
- full details of your complaint, including any previous dealings with us about it.

This information will help us to deal with your complaint fully.

**Please note that although we will do everything possible to settle your complaint, there are some decisions we have to make by law. As a result, we may not always be able to meet your expectations.**

## The four-step procedure is as follows.

### Step 1

Please get in touch with the person in the section or local office you have been dealing with. They may be able to solve your problem.

### Step 2

If you are still not happy, write to:

**Carole Evans**  
**Customer Services Manager**  
**DVLA**  
**Swansea**  
**SA7 0EE.**

E-mail: **xxx.xxxx@xxxxx.xxx.uk**

Fax: 01792 766416.

We aim to immediately confirm that we have received your complaint, and to send a full reply within 10 working days. If it is going to take us longer than this to give you a full reply, we will let you know.

### Step 3

If you are still not satisfied, write to:

**Noel Shanahan**  
**Chief Executive**  
**DVLA**  
**Swansea**  
**SA6 7JL.**

You need to provide full details of your complaint and the response you have received so far.

We aim to immediately confirm that we have received your complaint, and to send a full reply within 10 working days. If it is going to take us longer than this to give you a full reply, we will let you know.

If you feel that your complaint has not been handled properly, you can ask the Chief Executive to refer the matter to an independent complaints assessor.

### Step 4

If you think that we have not done everything we could have done to settle your complaint, you may want to contact a Member of Parliament. They may refer the matter to the Parliamentary and Health Service Ombudsman (PHSO).

## Your feedback

We would welcome your comments on how we can continue to improve our processes. We may contact you for your views on how we handled your complaint.

## Compensation

There may be times when mistakes cause extra expense or financial loss. In these cases we may consider paying you compensation. As we are funded by the Government, to protect public funds we must make sure we only pay justified claims. We usually need to see evidence to support your extra expense or financial loss.

## The Disability Discrimination Act (DDA 1995)

We are committed to helping our disabled customers. If you need help, get in touch with us using your usual method of communication (for example, face-to-face or by phone, fax, textphone, e-mail, CD or letter).

If you need a large-print version of this leaflet or want to ask about our other services for customers with disabilities, please write to:

**Carole Evans**  
**Customer Services Manager**  
**DVLA**  
**Swansea**  
**SA7 0EE.**

## Data Protection Act

We will store your details on our databases. We can release these details if we must do so by law. You can get more information on how and when we can release your details by visiting the website at [www.direct.gov.uk/dvladataprotection](http://www.direct.gov.uk/dvladataprotection)

