

Mr Duncan McKenzie

Your Ref: IC-88237-B0N7

Our Ref: FOIR8471 &amp; IR

Date: 14 October 2021

Dear Mr McKenzie

**ICO case Reference Number: IC-88237-B0N7****DVLA case reference: FOIR8471 & IR**

I am writing further to correspondence we received recently from the Information Commissioner's Office (ICO). This was following a complaint you made to the ICO about our response to your Freedom of Information request and our subsequent internal review of that response (ref FOIR8471 & IR)

It may help if I explain again that the DVLA does not play a role in managing private car parks, nor their compliance with planning conditions, including those which may extend to signage. If a customer makes a 'business as usual' complaint to the DVLA about such matters, we will explain that this falls outside of our remit and advise customers to contact the relevant parking company, notify the relevant Accredited Trade Association or raise the matter the Local Authority as appropriate, depending on the nature of their concerns.

It appears then, because complaints of this nature fall outside of the DVLA's remit, we did not carry out adequate searches at the time of your request, to establish whether we held any recorded information relating to complaints about planning permission and signage, albeit that these matters are not something that the DVLA can investigate.

We have conducted further searches and considered the points made by the ICO about the original interpretation of your request. Please see attached the information that is held by the DVLA, at **Annexes A-K**, with personal information of third parties being redacted. These are complaints made to the DVLA and our replies, featuring the matter of necessary permissions applying to signage relating to private car parks. You will note that the documents supplied at Annexes G and I are draft responses, the contents of which would have been transposed into emails and sent to the customers. Unfortunately, we no longer hold copies of these emails due to the time that has elapsed since sending.

I am sorry that this information was not provided to you in the first place and can see how it may have assisted you.

I do hope that my reply has explained matters clearly, but should you require any further information then please do not hesitate to contact me.

Yours sincerely

A handwritten signature in black ink, appearing to read 'P. Johnson'.

Paul Johnson  
Senior Team Manager  
DVLA Freedom of Information Team