

Shane Rae

Email us at: foi@dvla.gsi.gov.uk
Website: www.gov.uk/browse/driving

Your Ref:
Our Ref: FOIR4658

Date: 25 June 2015

Dear Mr Rae

Freedom of Information Request

Thank you for your e-mail dated requesting information under the terms of the Freedom of Information Act 2000 (FOIA).

You asked:-

- 1. When a decision has been made to revoke a driving license by the 'DVLA Customer Complaint Resolution Team' aka the 'Customer Complaints Team' aka 'Complaints and Resolutions Team', who specifically (names and job titles) within the DVLA has the authority to overturn their decision?**

DVLA does not hold recorded information on who has the authority to overturn decisions made by the DVLA Customer Complaints Resolution Team. Each case is treated on its merits and decisions are made accordingly.

- 2. Please explain the DVLA 'Organisational Chart' above the 'DVLA Customer Complaint Resolution Team' aka the 'Customer Complaints Team' aka 'Complaints and Resolutions Team' and their manager. I would prefer specific names and job titles, in an unbroken chain of command all the way to Oliver Morley. Where these may be considered quite 'Junior Roles' in the parlance of your published 'Organigram', it may be that you are not willing to publish the names of these post holders-in which case the specific job title and unbroken chain of command will suffice.**

The FOIA allows for the disclosure of recorded information that is held by public authorities. The Act does not require DVLA to explain information that might be held. DVLA does not hold an organisational chart above the Customer Complaints Resolution Team (CCRT).

However, the chain of command from the head of CCRT to the Chief Executive is as follows:

The Head of Drivers Casework, Enquiries and Complaints (currently Steve Hartnoll), reports to the Head of Casework and Enforcement Group (currently Ian Broom) who then reports to the Director of Operations and Customers Services (currently Tony Ackroyd) finally reporting to the Chief Executive (currently Oliver Morley).

3. I would also like to know the specific structure of the 'DVLA Customer Complaint Resolution Team' aka the 'Customer Complaints Team' aka 'Complaints and Resolutions Team' and the name of their manager. I have received communication from 'Mrs Liles', 'Mark Lake', 'Judith Roberts', 'Ian Hughes', 'Louise Evans', 'Mr Bowen', 'Anne Peach' among others and have no understanding as to their structural relationship-which enables them to send me around in circles each claiming the other is 'in charge'. It is my belief that 'Anne Peach' may be the manager of the others listed. Please can you confirm this. Who is Anne Peach's manager?

The attached Annex provides the current structure of CCRT. However, the names of junior members of staff have been redacted under section 40(2) of the FOIA as this is classed as personal information. While junior staff working within CCRT may provide their details to individual customers, DVLA has to consider the effect of disclosing this information into the wider public domain. It would not be fair or lawful to release their details to the public at large, thereby breaching the Data Protection Act 1998. The names disclosed above in response to question 2 are the names of more senior managers.

Again, DVLA is required under the FOIA to disclose information held and not to confirm the beliefs of customers. However, the senior chain of command with regard the CCRT has been provided to you together with the structure of CCRT with names appropriately redacted.

DVLA's 'How to contact us or make a complaint' leaflet (INS101) explains in more detail the complaints procedure and a copy is attached for information.

The information which follows concerns the procedures for making any complaint you might have about the reply. Please quote the reference number of this letter in any future communications about it.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'R. Toft', with a stylized flourish extending from the end.

Robert Toft
Head of Data Sharing Policy & Freedom of Information Team

Your right to complain to DVLA and the Information Commissioner

If you are not happy with the reply to your request, you can ask DVLA to re-consider the response you received by writing (within two calendar months of receiving this response) to either foi@dvla.gsi.gov.uk or DVLA Freedom of Information Team, DSPG/FOI, D16, DVLA, Swansea SA6 7JL.

DVLA will acknowledge and consider your request, re-visiting the response provided. This is known as an Internal Review and will be considered by a staff member not involved with the original reply.

If you disagree with the outcome of the Internal Review, you can complain to the Information Commissioner's Office. Further information can be found via: www.ico.org.uk/concerns/getting Alternatively you may wish to write to: Customer Contact, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5AF.