



Lee Jefferson

Email us at: [foi@dvla.gov.uk](mailto:foi@dvla.gov.uk)  
Website: [www.gov.uk/browse/driving](http://www.gov.uk/browse/driving)

Your Ref:  
Our Ref: FOIR9882

Date: 6 July 2022

Dear Mr Jefferson

### Freedom of Information Request

Thank you for your email of 9 June requesting information under the terms of the Freedom of Information Act 2000 (FOIA).

You asked:

**Thanks for your request dated 9th June seeking clarification of our Fol requests below. We respectfully request the rules which DVLA staff must follow after DVLA issue a driver with a fine, concerning the driver's decision on whether to appeal the fine. In the scenario below, we have received email evidence of a DVLA staff member trying to dissuade a driver from appealing their decision for the 'offence' of failing to inform the DVLA that they are no longer the registered keeper of a vehicle within 4 weeks. In this case they had evidence that the DVLA actually received the notice of change of ownership in writing but then lost it without processing it. For the purposes of our request we require recorded information concerning the rules surrounding trying to influence the driver onto whether to enter an appeal for the fine they issued in the above scenario. I hope this information is sufficient to gather information on the rules in this area without being too narrow.**

**Fol request 1: Please kindly provide a copy of your rules to DVLA indicating whether they are permitted to ask a driver not to appeal a decision they have made.**

**Fol request 2: Please kindly provide a copy of what action is to be taken against DVLA staff found to be engaging in an attempt to dissuade drivers from entering the appeals process.**

The DVLA does not hold recorded information within the scope of your request. However, outside the provisions of the FOIA, it may be helpful if I explain that the information you refer to was part of an automated response generated following navigation through the [Appeal a DVLA fine](#) online service.

Previously, appeals could only be submitted through the post and it could take a couple of weeks for customers to receive a response, due to correspondence being sent in the mail. This delay was often a source of worry for customers and, in order to improve the customer experience, the online service was introduced.

Within the service, a choice of 'reasons to appeal' is provided to the customer and depending on the responses entered, the customer is sent an automated message which provides them with information regarding their licensing/registration obligations along with the evidence required for an appeal to be successful.

This advice is provided so the customer can make an informed decision about whether to appeal the penalty and what evidence they should provide to support that appeal.

As set out above the information you refer to in your question will have been based on the responses provided while using the automated service at the time and would have advised that an appeal in the circumstances described by the user was highly unlikely to be successful. Where a customer believes they have grounds to appeal, the functionality to do so is provided as part of the automated service and the advice provided does not preclude an appeal being made.

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 cursive script that reads "S. Herbert".

Steven Herbert  
Freedom of Information Team Manager

## **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.gov.uk](mailto:foi@dvla.gov.uk) or DVLA Freedom of Information Team, DPP/FOI, C2W, 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 have the option to complain to the Information Commissioner's Office. Further information can be found via: <https://ico.org.uk/make-a-complaint/> Alternatively you may wish to write to: Customer Contact, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5AF