

Steve Elibank

Email us at: [foi@dvla.gsi.gov.uk](mailto:foi@dvla.gsi.gov.uk)  
Website: [www.gov.uk/browse/driving](http://www.gov.uk/browse/driving)Your Ref:  
Our Ref: FOIR5844  
Date: 24 February 2017

Dear Mr Elibank

**Freedom of Information Request**

Thank you for your e-mail of 27 January requesting information under the terms of the Freedom of Information Act 2000 (FOIA).

You asked:

**Please inform me of:**

- (I) The number of V888 requests which you refused in the calendar year 2015,
- (II) The number of V888 requests which were refused for substantive reasons, i.e. that the requester's reason for making the request was judged to be inadequate rather than because of any deficiency in the form or the evidence, and
- (III) A copy of each rejection letter relevant to part II of this request.

For the purposes of the FOIA, information in scope of your request is not held.

The Driver and Vehicle Licensing Agency (DVLA) does not record information about the number of V888 applications that are refused or the reasons for which they are rejected. We do keep copies of the reject letters on our internal casework system but we are unable to retrieve the information you have requested. The specific information in those letters can only be retrieved if we have the registration number of the vehicle concerned or the name and address of the person who made the V888 application. In the absence of that information, it is not possible to provide the information you have requested.

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 be 'R. Toft', written over a faint rectangular stamp.

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](mailto: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: <https://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.