



Survey Name: Post Office Customer Satisfaction Survey

Report Date: June 2018

Objective:

- To provide a single percentage figure of the level of customer satisfaction with DVLA services offered at the Post Office.
- To assess customers awareness of DVLA's online services.
- To discover how customers remind themselves to pay their vehicle tax.

Methodology and target audience: The survey was sent to 10,000 randomly selected Driver and Vehicle customers that had transacted with the DVLA via the Post Office within the previous 12 weeks. There were a total of 2100 responses, equating to a response rate of 21%, which generated an overall sample error margin of +/- 2.14% of the overall findings.

Executive Summary - Findings:

- The majority of participants, at 87%, (1679 of 1928) taxed a vehicle with a DVLA reminder
- 43% (824 of 1933 participants) used a debit card to pay for their transaction, with the least popular methods of payment being bank transfer and postal order with 0.1% each
- Almost all participants, at 98%, agreed that the Post Office clerk was courteous, polite and helpful
- The overall service met the expectations of 99% (1920 of 1936)
- 93% of those that transacted did not need help from the Post Office counter staff to complete their application
- 98% (1837 of 1869) said that their transaction had been successful
- Only 2% (45 of 1863) needed to be contacted at a later date by DVLA about their transaction
- Of 1870 participants, the majority were satisfied with the service they'd received at the Post Office (96%)
- When asked about how they remind themselves to pay their vehicle tax now that there is no tax disc, 92% (of 1975) said that they rely on the V11 reminder letter
- 68% (of 2014) were aware that even if they have a vehicle with a nil tax rate, they still have to make an application to tax
- Of 2022 over three quarters were aware of DVLA's online services, however 76% (1195) of these do not use DVLA's online services
- Only 17% (of 1567) had considered applying online before they applied at the Post Office.