

1) A copy of the relevant pages of the legislation which prevents you from making refunds to customers

Section 91 of the Road Traffic Act and Regulation 36 of the Motor Vehicles (Driving Licences) Regulations 1999 as amended are the relevant parts of legislation. You can find copies of this legislation online at <http://www.legislation.gov.uk/>. This information is already in the public domain and is therefore exempt under section 21 of FoIA (information readily accessible). A copy of this exemption is attached at Annex B.

2) The number of practical test refund requests we have received between 1 June 2009 and 30 May 2011

Our waiver log shows that we received 16,164 requests for refunds between 1 June 2009 and 30 May 2011.

In addition to these records, a request for a refund may also have been submitted as part of a complaint. We have received 1,130 pieces of correspondence between the above dates which have been recorded as non-medical candidate fee loss, medical waiver, non-medical waiver request or request for a refund.

3) The number of practical test refund requests declined and granted between 1 June 2009 and 30 May 2011

From our 16,164 waiver records, 12,440 were accepted and a refund issued or a free re-test granted and 3,724 were refused.

Of the 1,130 pieces of correspondence received, a result has been recorded for 85 cases; 20 received a refund or free re-test and 65 cases were refused. We only began recording the outcome of complaints after 1 April 2011. To review the cases where a no result has been recorded is exempt from release under section 12 (1) (cost of compliance exceeds appropriate limit) of the FoIA. A copy of this exemption is attached at Annex C.

The appropriate limit, as prescribed by the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004, is £600 for Central Government and £450 for other public authorities, with staff costs calculated at a rate of £25 per hour. When calculating whether the appropriate limit is exceeded, authorities can take account of the costs of determining whether the information is held, locating and retrieving the information, and extracting the information from other documents. They cannot take account of the costs involved with considering whether information is exempt under the Act.

There are 1,045 complaints where no result has been recorded. We have estimated that it would take five minutes to review each complaint and establish if a refund had been issued. Therefore to check these complaints, it would take over 52 hours, which would exceed the 24 working hour limit prescribed.

4) The name and contact email of the director at DSA that oversees customer services

Nick Carter, Director of Operations has responsibility for customer services. His email address is nick.carter@dsa.gsi.gov.uk.

5) The name and contact email of the CEO of DSA

Rosemary Thew is our Chief Executive and her email address is rosemary.thew@dsa.gsi.gov.uk.

6) The name of the MP who has Ministerial responsibility for matters concerning the DSA

The Parliamentary under Secretary of State for Transport, Mike Penning MP has Ministerial responsibility for DSA.

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