

1) What is the policy on a DSA Contact Centre agent putting a caller through to a different section for example, the Freedom of Information team, corporate correspondence or the approved driving instructor (ADI) team?

2) What is the policy on a DSA Contact Centre agent referring a caller through to a supervisor and manager if the caller asks to speak to one?

You can find attached at Annex B, a copy of our call escalation procedure. This provides information about a customer service representative (or contact centre agent) putting through a call to our Customer Enquiry Unit (CEU) and referring a caller to a supervisor and manager.

Please note that our CEU has been renamed as our Corporate Correspondence team. The call back escalation procedure is very rare these days. In such occasions, however, our Corporate Correspondence team will take responsibility for the call. It may be that the Contact Centre takes the caller's details advising them that a member of the Corporate Correspondence team will call them back once they've gathered the relevant information to answer the question.

We do not hold any further policies or recorded information. I can confirm, however, that all customer service representatives (CSRs) are trained to handle a wide range of calls relating to the Agency and will aim to deal with them at the first point of contact. If they are unable to answer a specific question for whatever reason, they will seek an answer in order to resolve the matter. This may involve simply speaking to a colleague from a different team or it could involve transferring a call to a different team.

3) What is the policy on a DSA Contact Centre agent giving out the name of a supervisor, manager or senior manager?

We do not hold any recorded policies or information on a CSR giving out the name of a supervisor, manager or senior manager. I can confirm, however, that all CSRs will give out the first name and team number of a supervisor, manager or more senior manager if they are requested to do so and there is a valid reason for doing this.

4) What access does the Contact Centre have to the integrated register of driver trainers (IRDT)?

Our CSRs, who have received the relevant training, have limited access to IRDT. CSRs can view and change instructors' personal details and have read only access to other information, for example document history for the instructor.

5) What is DSA's policy on a customer recording a phone call to any of its offices?

We do not hold any policy or recorded information on a customer recording a phone call to any of our offices.

6) What is DSA's policy on terminating phone calls from customers? Should the agent notify the customer they are to terminate the call?

If a CSR receives a call from a customer who is verbally abusive or intimidating to the point that they feel bullied or personally threatened, they should transfer the call to the abuse line. The caller should be advised that the call is being terminated. You can find some information about our abuse line at Annex B. I also provide further information held at Annex C.

We do not hold any further recorded policies or information.

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