

**Under the Freedom of Information Act 2000, could you kindly send me:**

**1) The number of complaints received about the hazard perception (HPT) segment of the theory test for car and motorcycle drivers aged 20-30, 30-40 and 50-60 in the calendar years of 2009, 2010 and 2011.**

Complaints are logged on an independent system to our test booking system and the complaints system does not capture the age of the candidate submitting the complaint. To establish the age group related to the test complaint we would have to check each complaint against our booking system to try and establish the age of the candidate. This may not be possible in all cases as we may have sufficient data about the candidate to be able to link to their record e.g. complaint submitted by a third part. This information 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 B.

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 have been 621 complaints about HPT in the last three years. We have estimated that it would take a minimum of 10 minutes to review each complaint to establish if sufficient information is held and then compare it against our booking system to establish the age. Therefore to check all HPT complaints would take in excess of 103 hours which would exceed the 24 working hour limit prescribed.

Whilst we have been unable to provide the requested information by age, we are able to supply higher level statistics about complaints received. There are two tables below, one of which shows the number of complaints received by our theory test provider about HPT and the other table shows the number of complaints received by DSA's customer correspondence team.

Complaints submitted to our theory test provider

	2009	2010	2011
Marking - HPT	128	106	65
Ease of use -HPT	5	6	22
HPT Video clips	67	31	31
Information Material - HPT	0	0	4
Technical Quality - HPT	12	9	29
Totals	212	152	151

Complaints received by our Corporate Correspondence team

	2009	2010	2011
HPT - other	9	1	0

HPT - about the test	20	7	1
HPT – marking	12	7	2
HPT – operational	5	3	0
HPT- question bank	0	1	0
HPT – training material	2	2	2
HPT – technical quality	3	1	0
Hazard perception test	0	0	28
Totals	51	22	33

**2) The number of car and bike hazard tests conducted and failed in 2009, 2010 and 2011 broken down by age ranges 20-30, 30-40 and 40-50.**

The table below shows the requested information:

Category	Age Group	2009		2010		2011	
		HPT Conducted	HPT Failed	HPT Conducted	HPT Failed	HPT Conducted	HPT Failed
Car	20-30	424,645	52,069	432,018	52,352	430,669	54,354
Car	30-40	165,372	23,567	172,119	24,389	177,115	25,621
Car	40-50	52,376	8,841	54,529	9,549	55,270	9,601
Motorcycle	20-30	24,240	1,466	21,969	1,295	24,915	1,436
Motorcycle	30-40	15,367	804	13,182	701	14,421	724
Motorcycle	40-50	10,715	467	9,653	437	10,394	517

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