

**1) The number of complaints received against my examiner, x, and other examiners at Isleworth driving test centre (DTC) in each of the last two financial years (2009/10 and 2010/11) and the result of these complaints.**

The number of complaints received about a named individual is classed as their personal data. When this is the case, we have to consider whether we can release the information without breaching the Data Protection Act 1998. If this information was released, it would not be fair to the individual and we have no legitimate condition to release it. This information is, therefore, exempt from release under section 40 (2) (personal information) of the FOIA. This exemption in full is attached at Annex B.

I can confirm, however, that:

- in 2009/10, there were 17 complaints received about examiners that conducted car practical tests at Isleworth DTC. Of the 17 complaints received, 13 were not upheld, three were partially held and one was upheld.
- in 2010/11, there were 10 complaints received about examiners that conducted car practical tests at Isleworth DTC. All 10 of these complaints were not upheld.

Please note that:

- the above information contains complaints about permanent and visiting examiners at Isleworth DTC and is based on information held at this DTC
- at Isleworth DTC there were 12,876 and 11,182 car practical tests conducted in 2009/10 and 2010/11 respectively

**2) The procedure in handling complaints about driving examiners**

You can find the standard operating procedure (SOP) for handling complaints about examiners at Annex C. This SOP was in place at the time of you submitting your initial complaint in December 2009. This SOP was updated in April 2011 and, you can find this version at Annex D.

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