

1) The number of car practical tests in 2011 where:

- a) the candidate failed to attend the test centre**
- b) there was a late cancellation by candidate/school**
- c) the candidate was late arriving for test**

In the table below, you can find the information you requested for the car practical test in 2011.

Car practical test 2011	
Number of car practical tests where candidate failed to attend the test centre	34,357
Number of car practical tests where there was a late cancellation by candidate/school	3,663
Number of car practical tests where the candidate was late arriving for test	3,156

2) The number of complaints received between 1 January to 31 March 2011 broken down by booking errors and improve booking procedures

In the table below, you can find the number of complaints received between 1 January to 31 March 2011 that have been logged on our correspondence monitoring system against 'booking errors' and 'improve booking procedures'. We have broken this information down by the stage in which the complaint was at in the complaints process.

Complaints received between 1 January and 31 March 2011		
Stage of complaints process	Number of complaints received between 1 January and 31 March 2011 logged against 'bookings errors'	Number of complaints received logged against 'improve booking procedures'
First stage complaint	58	4
Second stage complaint	21	0
Third stage complaint	0	0

You can find a copy of the complaints process that was in force during this period online at http://webarchive.nationalarchives.gov.uk/20110509101621/http://www.dft.gov.uk/dsa/category_cat_664-3.html?cat=664. This outlines what each stage of the complaints process represents.

Please note that:

- complainants can't skip stages in the complaints process.
- before 1 April 2011 third stage complaints (or those that asked for their complaint to be referred to the Independent Complaints Assessor (ICA)) were logged as ICA request and not against 'booking errors' or 'improve booking errors'. We have

reviewed all ICA cases received between 1 January and 31 March 2011 to determine whether they were following on from a second stage complaint, which were logged on our system against 'booking errors'. You'll see from the table above that there were no stage three complaints that followed on from a second stage complaint, which was logged against 'booking errors'.

- there were no second stage complaints logged against 'improve booking procedures'. Therefore, there were no stage three complaints about this matter.

3) The number of complaints received between 1 April and 31 December 2011 broken down by booking information, changes not saved, system unavailable

In the table below, you can find the number of complaints received between 1 April and 31 December 2011 logged on our correspondence monitoring system against 'booking information', 'changes not saved' and 'system unavailable'. We have broken this information down by the stage in which the complaint was at in the complaints process.

We also have a record of complaints received from Members of Parliament (MP) between 1 April and 31 December 2011 against the descriptions you have requested; you can also find this in the table below.

Complaints received between 1 April and 31 December 2011			
Stage of complaints process	Number of complaints received logged against 'booking information'	Number of complaints received logged against 'changes not saved'	Number of complaints received logged against 'system unavailable'
First stage complaint	72	142	84
Second stage complaint	14	29	5
Third stage complaint	0	0	0
Fourth stage complaint	0	0	0
Correspondence from MPs	1	2	0

Please note that:

- our complaints process changed from 1 April 2011; you can find a copy of the complaints process that has been in force since that date online at <http://www.dft.gov.uk/dsa/dsa-service-standards/dsa-complaints-procedure/>. This outlines what each stage of the complaints process represents.
- from 1 April 2011 an extra stage was added to the complaints process. This accounts for the difference in the number of stages in response to questions two and three.
- from 1 April 2011 we began recording ICA referrals against the description codes on our system. Therefore, we ran a report for stage four complaints (or ICA referrals) for correspondence logged against 'booking information', 'changes not

saved' and 'system unavailable'. You'll see from the table above there were no stage four complaints.

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