

**1. Under the Freedom of Information Act I would like you to disclose the instances of when you have offered a payment as a gesture of goodwill over the last two years.**

We have interpreted your request for payments as a gesture of goodwill as reimbursement of test fees due to short notice cancellation of a test outside the circumstances in which we would normally reimburse the fee.

Regulation 36 of "The Motor Vehicles (Driving Licences) Regulations 1999" *[as amended]* states that candidates must give three clear working days notice to cancel a driving test without losing the test fee. On 6 April 2011 we decided that this piece of legislation would be enforced strictly, in line with the coalition government's efficiency agenda; and this decision was implemented on 1 June 2011.

Before 1 April 2011, all fee waiver requests received by the Agency were logged separately on a spreadsheet. After this date, all waiver requests were logged electronically on our correspondence handling system.

Between 20 September 2010 and 31 March 2011, we received 1,432 requests for a refund or a new test date at no additional charge, following a cancellation within three working days of the test. Of these requests, 882 were upheld.

Between 1 April 2011 and 20 September 2012 there were 1,478 pieces of correspondence logged under the codes 'Medical waiver request' and 'Non-medical waiver request'. Of these requests, 84 were upheld.

**2. I ask for this to enlighten me as to what constitutes "good reason".**

All requests for a refund or another test booking at no additional are considered on a case by case basis and our internal written guidance states the following:-

- if a candidate dies, we will refund the test fee to their estate
- if a candidate is a serving member of the armed forces and is called for service we allow them to cancel or rebook within three clear working days of their test

The information supplied to you continues to be protected by copyright. You are free to use it for your own purposes, including for private study and non-commercial research, and for any other purpose authorised by an exception in current copyright law. Documents (except photographs) can be also used in the UK without requiring permission for the purposes of news reporting. Any other re-use, for example commercial publication, would require the permission of the copyright holder.

Most documents supplied by the Driving Standards Agency will be protected by Crown Copyright. Most Crown copyright information can be re-used under the Open Government Licence (<http://www.nationalarchives.gov.uk/doc/open-government-licence/>).

For information about the OGL and about re-using Crown Copyright information please see The National Archives website -

<http://www.nationalarchives.gov.uk/information-management/uk-gov-licensing-framework.htm> .

Copyright in other documents may rest with a third party. For information about obtaining permission from a third party see the Intellectual Property Office's website at [www.ipo.gov.uk](http://www.ipo.gov.uk).