



Vehicle & Operator Services Agency

From: **Information Access**
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Information Access Team
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Our Ref: **F0002944**

Date: 25th October 2010

Dear

FREEDOM OF INFORMATION ACT 2000

I refer to your e-mail of 18th October 2010 in which you requested information relating to random mystery shopper investigations undertaken last year by the Vehicle and Operator Services Agency (VOSA), and the percentage which resulted in disciplinary measures being taken against the test centre.

As part of our staff recording system for operational staff, 297 "Mystery Shopper" investigations were conducted during the 2009/10 financial year. During the same period there were 1872 disciplinary cases recorded. As you can see, the vast majority of the disciplinary cases do not come from the mystery shopper activity, but rather from complaints received from members of the public, generally as an appeal either against the issue of a pass certificate when a vehicle should have failed, or vice versa.

If you have any queries about this letter, please contact us, quoting reference **F0002944**.

If you are unhappy with the response provided, you may ask for an internal review. To request an internal review, please write to:

VOSA Corporate Office,
Berkeley House,
Croydon Street,
Bristol,
BS5 0DA

or email vosa.corporateoffice@vosa.gsi.gov.uk

giving the reasons for your dissatisfaction. It will help us if you quote the reference number for your case.

If you do not agree with the outcome of the internal review, you may lodge an appeal with the Information Commissioner (www.informationcommissioner.gov.uk). The Information Commissioner is an independent official appointed by the Crown to oversee the Data Protection Act 1998, the Freedom of Information Act 2000 and the Environmental Information Regulations 2004.

The Information Commissioner can consider complaints about any aspect of the way in which requests for information have been handled. Please note: the Information Commissioner would be unlikely to consider your complaint if you have not first requested an internal review.

You can write to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire
SK9 5AF

Yours sincerely

VOSA Information Access