



Vehicle & Operator Services Agency

From: **Information Access**  
**inform@vosa.gsi.gov.uk**

Information Access Team  
Berkeley House  
Croydon Street  
Bristol  
BS5 0DA

**BY E-MAIL**

Tel: 0300 123 9000  
Fax: 0117 954 2546

Your ref:  
Our ref: **F0003766**

Date: 28<sup>th</sup> November 2011

Dear

**FREEDOM OF INFORMATION ACT 2000**

I refer to your e-mail of 19<sup>th</sup> November 2011 in relation to the operation of the MOT scheme in Great Britain.

At the present time there are in excess of 20,000 garages in Great Britain authorised by the Secretary of State for Transport to carry out statutory testing on cars, motorcycles and vans. Details of the visits made by staff of the Vehicle and Operator Agency (VOSA) staff can be found in the annual Effectiveness Report which the Agency publishes annually on their website. The most recent one presently available is for 2009/10, although the publication of the report for 2010/11 is imminent. This can be accessed by clicking on the following link (pages 9 & 10 refer <http://www.dft.gov.uk/vosa/corporatereports-2009-2010vosaeffectivenessreport.htm>). The aim is to visit every MOT test station at least once every three years.

The purpose of these visits are to check standards of testing and compliance with the regulations relating to MOT testing. VOSA staff do not issue fines to garages, but disciplinary action may be taken against garages where necessary. This may result in removal of the tester, the garage or both from the MOT scheme.

Full details of our method of working and details of the procedure we follow when considering disciplinary action can be found in our MOT Scheme Operating Manual which can be found by clicking on the following link <http://www.dft.gov.uk/vosa/publications/manualsandguides/internalmotschemeoperationsmanual.htm>. There is also much information available on the Business Link website. This can be found by clicking on the following link <http://www.businesslink.gov.uk/bdotg/action/layer?topicId=1084755756>

If you have any queries about this letter, please contact us, quoting reference **F0003766**.

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](mailto: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](http://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