



Vehicle & Operator Services Agency

From: Information Access
inform@vosa.gov.uk

Information Access Team
Room BA1
Berkeley Annex
Croydon Street
Bristol
BS5 ODA

Tel: 0300 123 9000
Fax: 0117 954 2546

Our Ref: **F0002760**

Date: 30th July 2010

Dear

FREEDOM OF INFORMATION ACT 2000

I refer to your correspondence of 14th July 2010 requesting the number of cases each year in which a member of public has made a complaint about an MOT test centre. We have dealt with this under the terms of the Freedom of Information Act 2000.

Please see the table below detailing the total number of complaints VOSA has received in the last four financial years.

Financial Year	VT19	VT19i	Other	Total
2006/07	103	591	760	1454
2007/08	128	723	895	1746
2008/09	135	654	671	1460
2009/10	92	702	700	1494

VT19 - A statutory appeal against the refusal of an MOT Test Certificate.

VT19i - A complaint concerning a vehicle recently issued with a test certificate.

Other - Complaints regarding any aspect of The MOT Scheme.

If you have any queries about this letter, please contact us, quoting reference **F0002760**.

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