



Vehicle & Operator Services Agency

From: Information Access
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Information Access Team
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Tel: 0300 123 9000
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Our Ref: **F0002805**

Date: 2nd September 2010

Dear

FREEDOM OF INFORMATION ACT 2000

I refer to your email dated 4th August 2010 to VOSA's Enquiry Unit. I believe that the complaint element of your email was responded to on the 10th August by ***** Area Manager. The other matter concerning your request for information, has been dealt with under the terms of the Freedom of Information Act 2000.

You asked for the frequency of Replacement MOT Certificates issued as a result of a vehicle's identity (Vehicle Registration Mark (VRM) or Vehicle Identification Number (VIN)) being incorrectly entered at the time of test.

Having conducted an investigation in VOSA's MOT Computerisation Database, I can confirm that the percentage of Replacement Certificates issued as a result of an incorrect entry of either a vehicle's VRM or VIN, of all recorded MOT tests in the 2008/09 financial year is **0.22%**. This figure fell to **0.16%** in the 2009/10 financial year.

If you have any queries about this letter, please contact us, quoting reference **F0002805**.

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