



Driver & Vehicle
Licensing
Agency

DVLA complaints statistics 2019 to 2020 and how we have improved from customer feedback



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These complaint statistics cover the last 2 years and supplement the complaints information provided in our [annual report and accounts 2019 to 2020](#).



How we analyse customer complaints

We analyse trends and use satisfaction surveys and focus groups, our in-house user experience laboratory, to gather customers' feedback. Our research team provides data to show where our customers feel we need to improve.

We value our customers' feedback and insight and some of the improvements we've made is part of a wider approach to continuous improvement.

Formal complaint procedure

There are 2 steps:

Step 1: a customer has tried to resolve matters with the department they've dealt with, and is not happy with the outcome, and writes to our complaints team telling them their concerns

Step 2: a customer has been through step 1 and feels their complaint has not been resolved so will write to our Chief Executive

Complaints statistics

Number of cases dealt with in 2019/20 and the percentage of cases that escalated from step 1 to step 2.

2019/20	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Step 1	259	274	283	338	327	295	320	295	233	269	287	268	3448
Step 2	38	43	36	39	51	41	47	56	41	51	24	30	497
Escalation to step 2	14.7%	15.7%	12.7%	11.5%	15.6%	13.9%	14.7%	19.0%	17.6%	19.0%	8.4%	11.2%	14.4%

Number of cases referred or investigated by the Independent Complaints Assessor (ICA) and Parliamentary and Health Service Ombudsman (PHSO) in the previous 2 years.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
2018/19	14	15	20	15	28	24	16	21	20	11	14	23	221
2019/20	18	21	21	23	24	29	27	40	22	34	17	18	294

Number of cases fully upheld by the ICA and PHSO for the previous 2 years.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
2018/19	0	1	3	1	3	2	2	4	3	1	1	3	24
2019/20	0	1	0	1	1	1	1	1	0	2	1	0	9

DVLA complaints 2019 to 2020

The top 3 areas of complaints we receive are:

- disputing DVLA decisions (ordinary driving licences) and disputing DVLA actions
- delays
- disputing policy or process

Actions taken to date and current plans to give a best in class customer service.

For more information changes we've planned for the future go to our [business plan 2019 to 2020](#).

All Areas		
All areas	<p>You said...</p> <p>Customers are unhappy with the time taken to process their applications.</p> <p>Our communication was not always clear and all points were not answered</p>	<p>We did...</p> <p>We're investing in our IT infrastructure to improve our online services, making it quick and easy for our customers to update their details or notify us of a change. This includes:</p> <p>Provisional licences - a new service for provisional driving licence applications. The new service will be introduced and developed in stages. The first iteration of the service will:</p> <ul style="list-style-type: none">• allow first time applicants to take a photo of their signature and upload it• complete the counter signature process (as well as track and update their application online) <p>This will reduce the enquiries to our Contact Centre and Input teams. The enhanced service will see more applications being successful online, and less paper coming into the building.</p> <p>Updating address on V5C vehicle registration certificate (logbook) - from 18 June, motorists who need to update the address details on their V5C can now do this online in a matter of minutes. This will reduce the amount of time it takes for motorists to receive a new log book from up to 6 weeks to just 5 working days.</p>



Business area

All areas continued....

You said:

Our communication was not always clear and all points were not answered

During the pandemic, it was difficult to obtain information while progress chasing your application.

We did:

We are constantly reviewing the quality of our response to ensure that we provide customers with the best service possible. As part of this, we have invested in bespoke complaint training to support staff in complaint handling at all levels. This is being shared with the business areas to share best practise.

We prioritised critical and key workers, providing a bespoke process to help maintain services initially. We provided regular updates on GOV.UK to help explain our position and utilised multi-skilled staff to focus on priorities.

Drivers Medical Services

Top 2 reasons for complaints:

Delay

Disputing Decision (Ordinary Driving Licence)

You said:

During the pandemic, you could not speak to anyone or get a reply to your paper application.

As a vocational driver, you were unable to get a D4 medical examination to progress your application.

Many customers have complained about the delay in processing their application.

We did:

We advised that providing you had a current driving licence and you have not been told by your doctor or optician that you should not drive, you will be able to drive while DVLA is considering your application.

We implemented temporary provisions for bus and lorry drivers aged 45 and over to forego the need for a D4 medical in order to renew their driving entitlement. This was subject to set criteria.

The DVLA Drivers Medical Team processes continue to be improved. We monitor the time it takes to resolve our customers cases, and identify those which remain unresolved longest and concentrate our efforts to complete these. This has in turn reduced waiting times for fitness to drive cases, that require escalation to medically qualified personnel for their expertise. This has improved the time it takes us to make our licence decisions for our customers.



Drivers Services		
Drivers services Top 3 reasons for complaints: Online issues Querying information on licence Delay	You said: During the pandemic, turn-around time for drivers applications was too long. Pandemic - You were a critical or key worker and needed urgent action taken as you needed your driving licence. You were unable to use driving licence online services because there was an error and you did not know why or how to fix it.	We did: Drivers whose photocard driving licence or entitlement to drive runs out between 1 February 2020 and 31 December 2020 will have their entitlement automatically extended from the expiry date, for a period of 11 months. Drivers do not need to apply to renew their licence until they receive a reminder before their extension expires. We prioritised critical and key workers, providing a bespoke process to help maintain services through the initial stages of the pandemic. We adapted, in stages, in line with government guidance as changes were introduced. Chatbot introduced, on 27 August, to our driving licence online services to help our customers. Instant responses were given to questions on issues during the completion of their online applications. This meant that our customers did not need to ring the Contact Centre. Clerks were also able to see at what stage the customer had difficulty within the online application. Early indications show that the introduction of the chatbot has had a very positive effect.

Enforcement		
<p>Top 2 reasons for complaint:</p> <p>Did not retax</p> <p>Customer did not notify DVLA of a sale or transfer of a vehicle</p>	You said:	We did:
	That you were experiencing financial hardship due to the pandemic.	Where appropriate we advised customers to write to us explaining their circumstances. We referred customers to The Money and Pensions Service (MAPS) which is a free and impartial service backed by the government.
	You found it confusing receiving multiple letters for different penalties.	When we respond to customer letters in relation to enforcement, we now link multiple live enforcement offences in our response, so that customers receive a single communication to their letter.
	Did not retax the vehicle	<p>We make it easy for customers to tax their vehicles 24/7:</p> <ul style="list-style-type: none"> •online at https://www.gov.uk/vehicle-tax •by telephone on 0300 123 4321 <p>For customers who pay by direct debit, reminders are issued before their tax is due, when a valid MOT is not in force at renewal (in Northern Ireland you also need an insurance certificate or cover note) reminding customers that their tax or insurance is now due.</p>
	Customer did not notify DVLA of a sale or transfer of a vehicle	<p>It's a legal requirement for the vehicle keeper to tell us when they sell a vehicle, this can be done online at: https://www.gov.uk/sold-bought-vehicle.</p> <p>The V5C vehicle registration certificate (logbook) has been redesigned, making it easier to use and fill in any changes.</p>

Vehicles Including personal registration		
<p>Top 2 reasons for complaint:</p> <p>Disputing Policy or process</p> <p>Dispute refund amount</p>	<p>You said:</p> <p>Online information on motor caravan conversions was unclear.</p> <p>Pandemic – Some customers experienced difficulties in taxing their vehicle as their MOT had expired and they were unable to obtain one due to garages being closed.</p> <p>Critical and key workers needed urgent action taken in relation to their applications in the Covid-19 pandemic.</p>	<p>We did:</p> <p>We have simplified and improved online information for customers who want to convert the use of their vehicle.</p> <p>We issued communication to help explain understanding, which included the issue when tax and insurance expire at the same time. DVSA also extended MOT expiry dates by 6 months, which enabled customers to tax their vehicles.</p> <p>We prioritised critical and key workers, providing a bespoke process to help maintain services through the initial stages of the pandemic. We adapted, in stages, in line with government guidance as changes were introduced.</p>

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