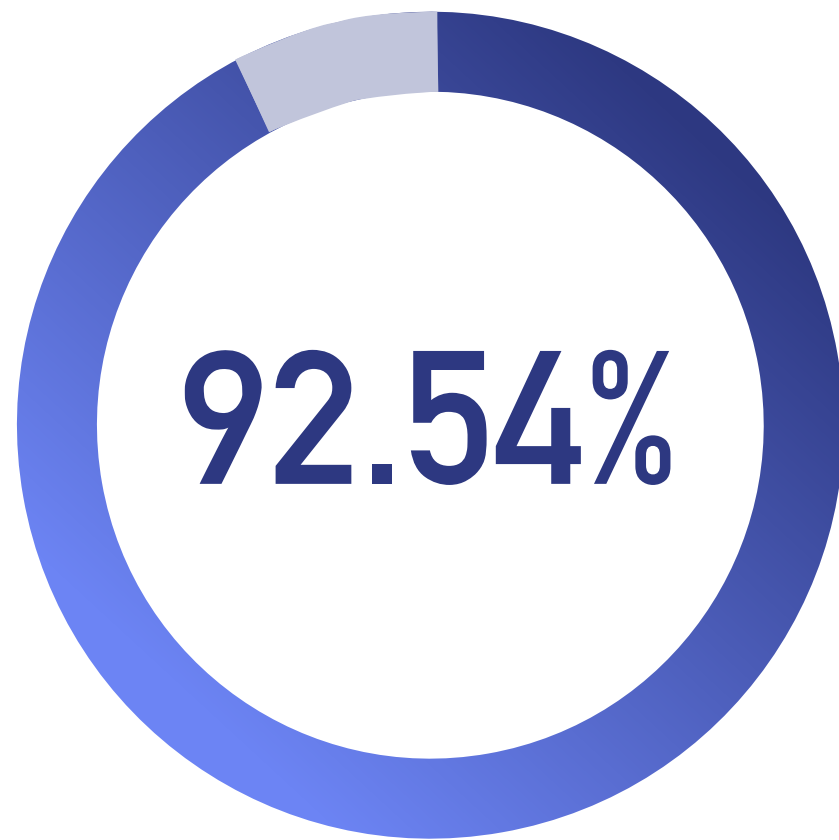
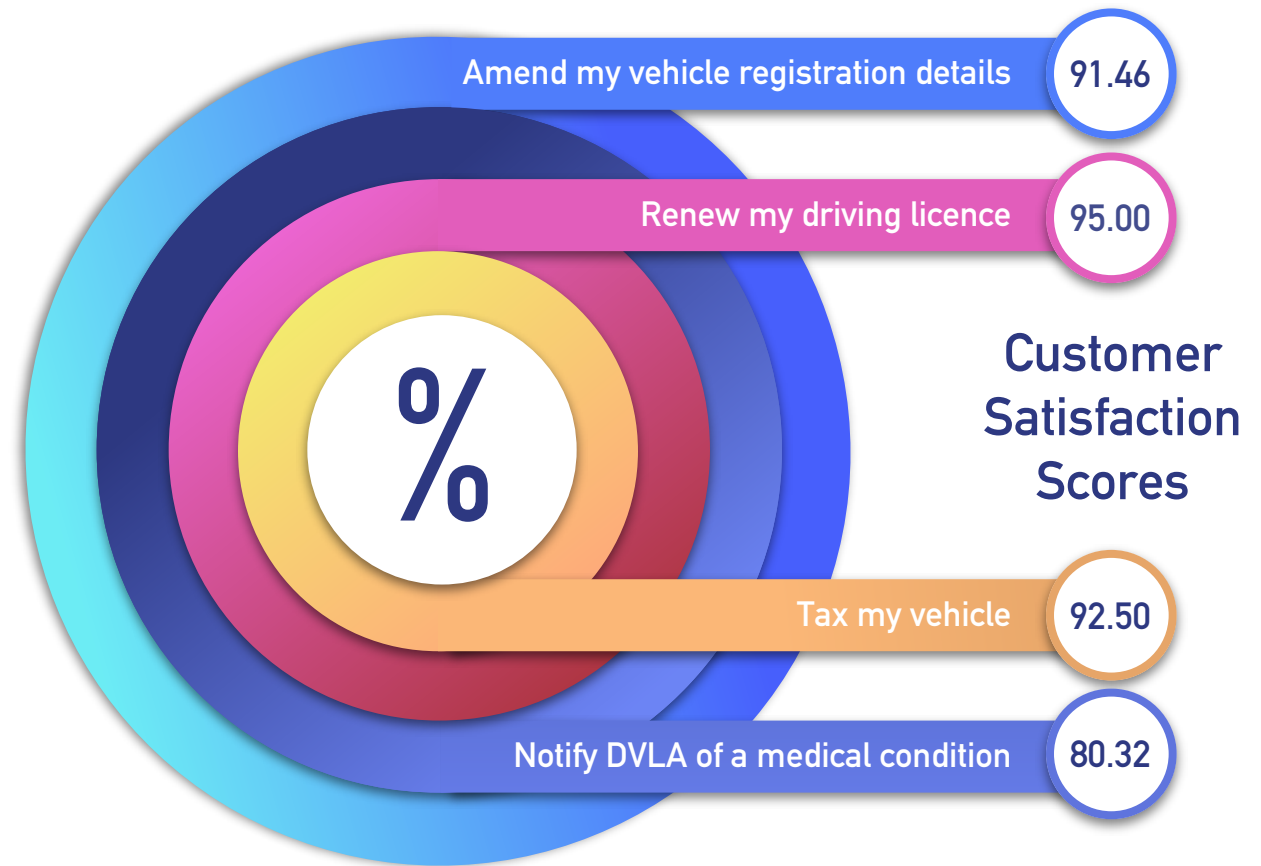


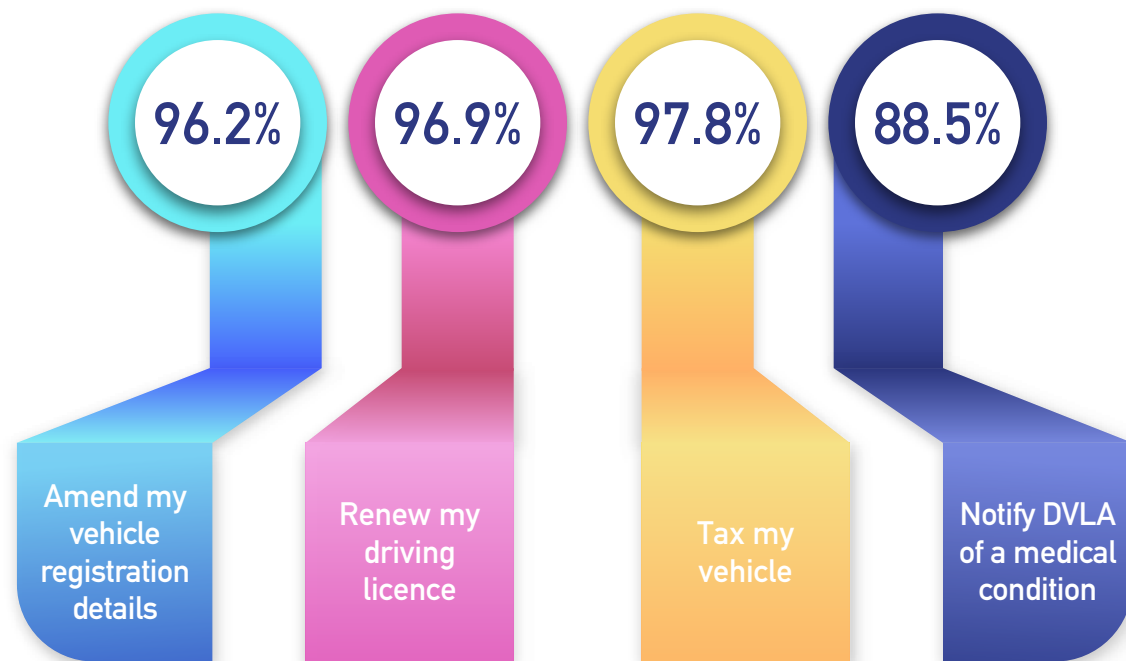
DVLA Customer Satisfaction 2020/21



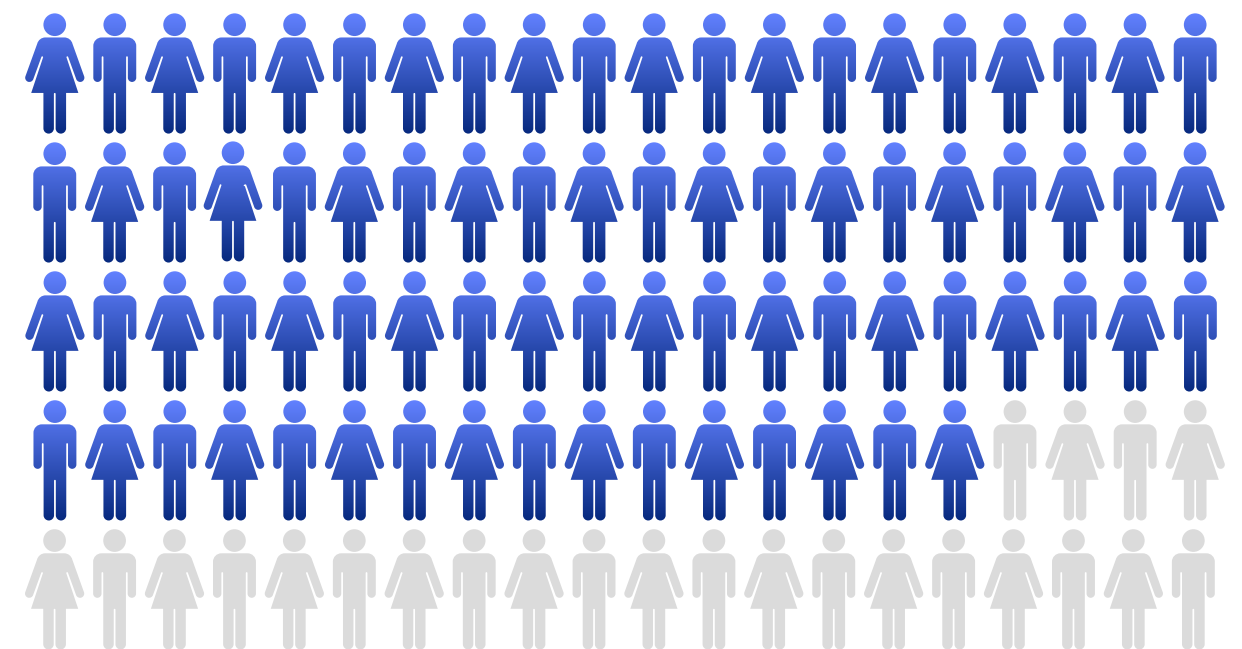
Overall Customer Satisfaction



DVLA Main Services



Customers who said their expectations were either met or exceeded



DVLA Reputation Score*
76 out of 100

*The reputation score is based around customer views of how well DVLA understands and meets their needs, their trust in DVLA, whether they feel valued as a customer, how much they are an advocate of our services, if they believe DVLA takes customer views seriously and if they believe they are treated fairly by DVLA.

Due to the COVID-19 pandemic, surveys were distributed between October 2020 to February 2021. Results shown are based on 5 months only.