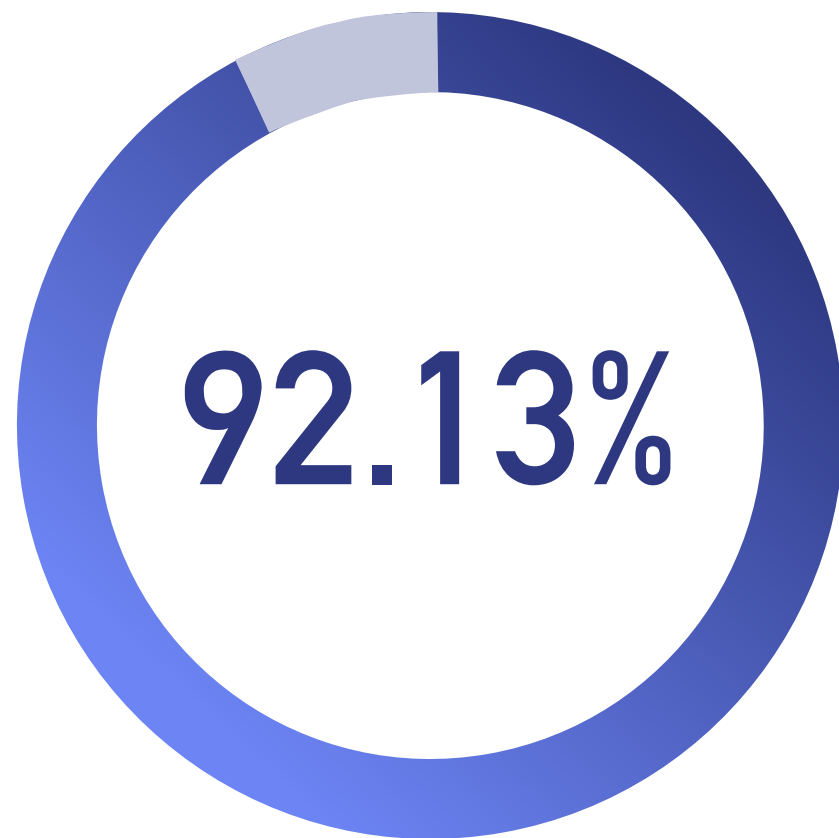
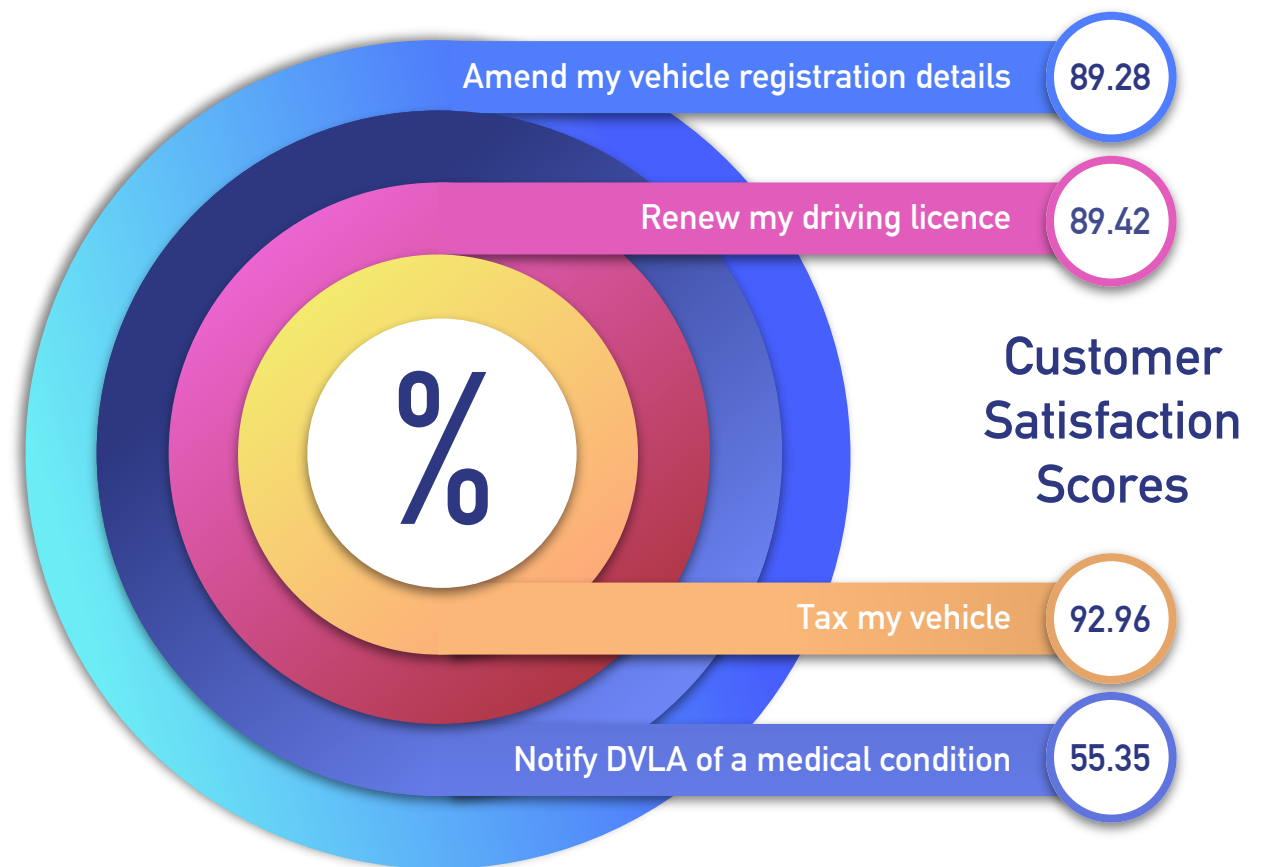


DVLA Customer Satisfaction 2021/22

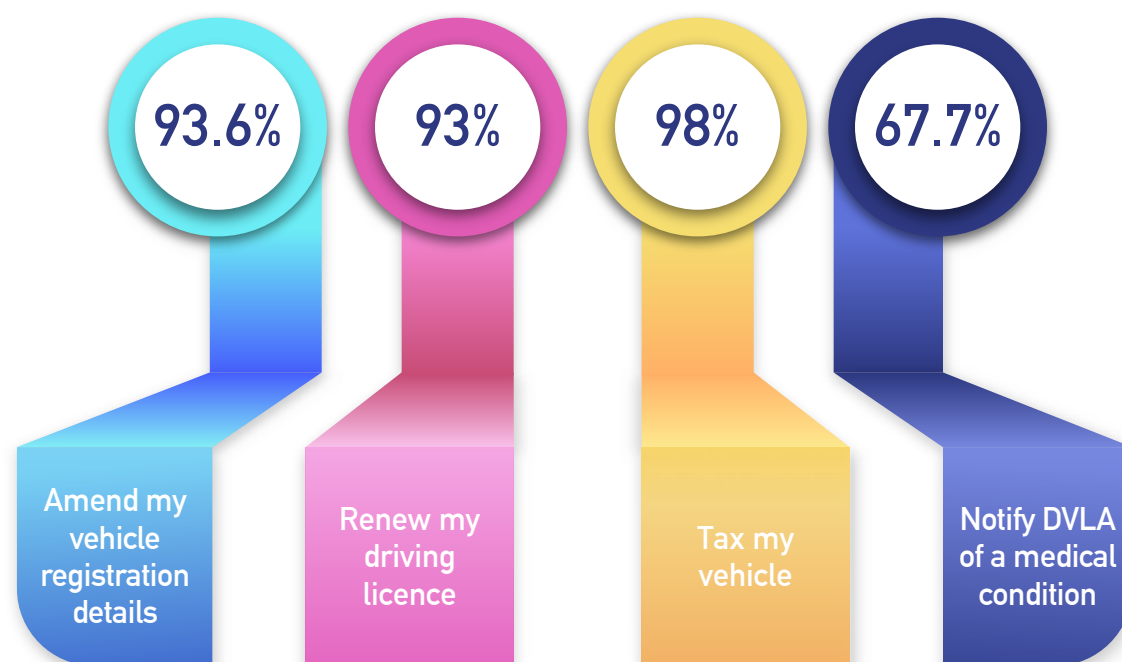
These findings are from research carried out between April 2021 to March 2022, when we were still experiencing Covid restrictions.



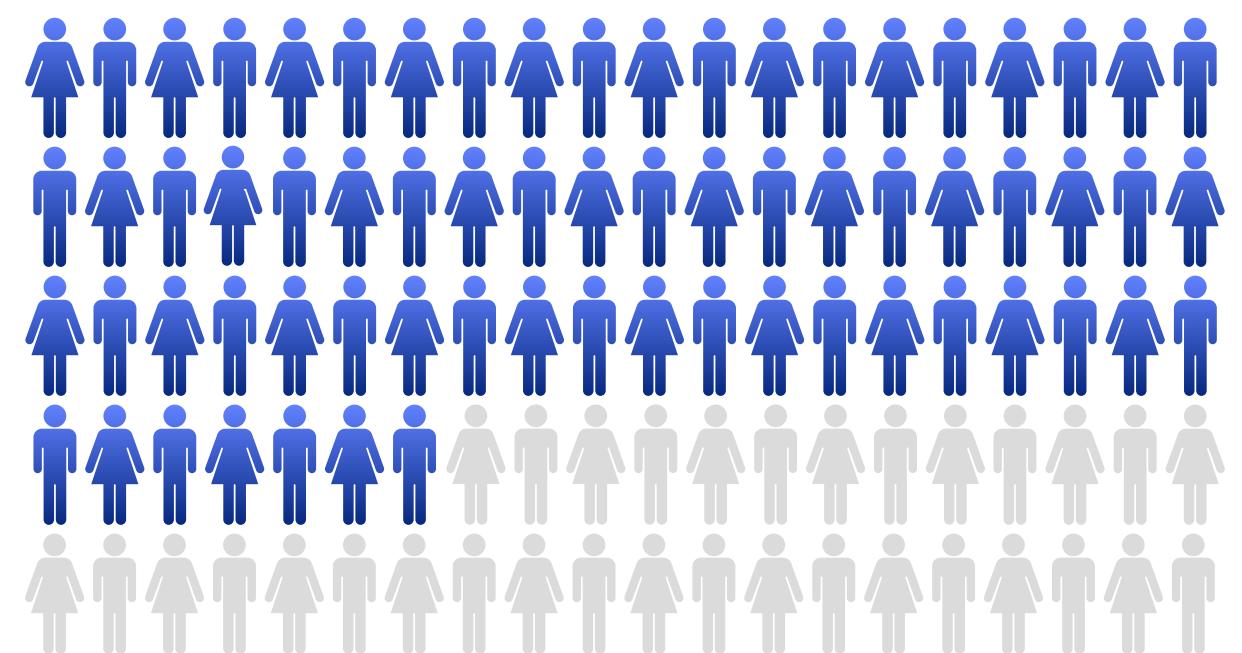
Overall Customer Satisfaction



DVLA Main Services



Customers who said their expectations were either met or exceeded



DVLA Reputation Score*
67 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.