



Driver & Vehicle  
Licensing  
Agency

## DVLA complaints statistics 2022 to 2023

and how we have improved from  
customer feedback in recent years



Interactive document  
June 2024



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The complaint statistics contained within this publication cover the 2022 to 2023 reporting year and supplement the complaints information provided in our DVLA annual report and accounts **2022 to 2023**.



## What research do we use to understand more about customer experience

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

We value customer feedback and insight, the improvements we've made are part of a wider approach to continuous improvement.

## Formal complaint procedure

There are 2 steps:

- Step 1:** a customer has tried to resolve matters directly with the relevant department but they're unhappy with the outcome and so they write to our complaints team.
- Step 2:** a customer complaint has not been resolved at Step 1, so can escalate to our formal Step 2 process.

## Complaints statistics

Number of unique cases dealt with in 2022 to 2023.

Step 1	3531
Step 2	453
MP Direct Correspondence	10153
<b>Total (exc. Step 2)</b>	<b>13684</b>

Number of cases referred or investigated by the Independent Complaints Assessor (ICA) in the previous 2 years.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
2021/22	18	11	15	18	12	15	13	13	10	9	12	13	<b>159</b>
2022/23	14	15	15	20	22	21	17	17	17	18	11	20	<b>216</b>

Number of cases fully upheld by the ICA in the previous 2 years.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
2021/22	3	0	0	1	0	0	0	2	1	0	2	1	<b>10</b>
2022/23	0	0	0	0	0	1	0	1	0	1	0	0	<b>3</b>

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

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
2021/22	0	1	1	2	0	1	2	5	2	0	3	5	<b>22</b>
2022/23	0	1	0	3	2	8	1	0	1	1	0	7	<b>24</b>

Number of cases fully upheld by the PHSO in the previous 2 years.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
2021/22	0	0	0	1	0	0	1	0	1	0	0	0	<b>3</b>
2022/23	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>

## DVLA improvements made following feedback and complaints in recent years

The following tables represent feedback you have provided and the improvements we have introduced in response.

All areas	
<p><b>You said:</b> We could improve the way some customers are able to access our services.</p>	<p>The new 'Driver and vehicles account' service, a new way for motorists to view and manage their driving licence and vehicle details in one place, went into public beta testing. The service aims to give customers access and control over their own data so they can make updates, thereby removing the need to contact DVLA via other means, such as by phone or paper. We will also have the ability to tailor notifications to the preference of users, provide progress updates and issue reminders for key services such as vehicle tax.</p> <p>An automated call back system has been introduced to our contact centre, giving the option to end a call and receive a call back rather than wait on the line for an advisor.</p> <p>An option to receive automated SMS messages whilst navigating our telephone menu, containing a link to the information relating to the enquiry contained on our GOV.UK website was also introduced.</p> <p>A British Sign Language (BSL) service has been brought in to provide a video relay service for deaf customers to communicate with DVLA using their first language.</p> <p>A forum consisting of representatives across the agency has been created to further support customers when reasonable adjustments are required to interact with DVLA and access our services.</p>

## Business area

### Drivers Medical (DM) services

#### You said:

We could improve the length of time taken to process your Drivers Medical application or make a licensing decision and also offer clearer explanation of decisions.

We recruited more staff and secured extra office space in Swansea and Birmingham to house 300 additional staff to help reduce waiting times for Drivers Medical applications, while providing future resilience and business continuity.

To improve matters for those with medical conditions, drivers with diabetes, epilepsy, Parkinson's disease, a visual impairment, a sleep condition or a heart condition can now renew their driving licence online, whilst simplified renewal processes have been introduced for drivers with epilepsy and multiple sclerosis, which will have a positive impact for customers.

We changed the law to widen the pool of medical professionals who can complete DVLA medical questionnaires for driving licence purposes, with the aim of speeding up the process of obtaining the information required to make a licensing decision.

We now send emails, rather than letters, when information is missing on an application, speeding up response times to obtain the information required to make a licensing decision.

The use of Microsoft Power Apps has been adopted within Drivers Medical to transform manual business operations into digital, automated processes to speed up processing and decision making.

To better explain medical licensing decisions, letters have been reworded, using simpler language, and a QR code has been introduced, which directs customers to a video that clearly explains the appeals process and the next steps when someone has had their driving entitlement revoked.

Prior to making a decision to revoke a licence due to non-receipt of requested information from a customer, a new process has been introduced which sees extra attempts made to contact customers to give additional notice and a further opportunity to provide the required information.

## Drivers services

### You said:

We could improve guidance and information to avoid some of the reasons paper applications were returned.

You wanted to see improvements to the provision of photographs when renewing your driving licence.

Following review, the forms for drivers have been improved, such as a redesign of the section relating to eyesight, to reduce the volume of applications being returned.

Updates to the information contained on GOV.UK have also been carried out to make it clearer what identity documents or evidence is required for certain applications.

Following collaboration with DWP, the 'Tell us Once' form was updated on GOV.UK to make it clearer what driving licence information is required.

A new Ten-Year Renewal (TYR) service, which is integrated with the new 'Driver and vehicles account', has gone into public beta testing. This service will enable a user to upload their own driving licence photo, instead of having to use their passport photo.

The Post Office replaced photo booths with tablets to capture and process a photo and signature, resulting in the ability for more Post Offices to offer the Ten-Year Renewal service.

## Vehicles (including personal registration)

### You said:

You thought some improvements were needed in some aspects of our processing.

Robotic Process Automation (RPA) was introduced to our vehicles services for disposal notifications on V5C applications and has been further rolled out to V5C applications notifying of a change of address or keeper. This process has improved accuracy and speeds up processing.

The information on GOV.UK relating to applying for a duplicate V5C was updated to make it clearer on how long customers should wait for the document to be issued and when to contact us.

An internal process element of Personal Independence Payment (PIP) paper applications has been removed when further information is required to reduce the waiting time and speed up requesting the information required to process applications.

The correspondence sent to the current registered keeper when we are informed of disposal has been updated to further encourage action if necessary and it now provides a direct line to the relevant area so immediate action can be taken if needed.

For more information on changes we've planned for the future to continue to be a customer-centric service, go to our [DVLA business plan 2023 to 2024](#).



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