



Driver & Vehicle  
Licensing  
Agency

## DVLA complaints statistics 2024 to 2025

and how we have improved from  
customer feedback in recent years



Interactive document  
June 2025



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The complaints statistics contained within this publication cover the 2024 to 2025 reporting year and supplement complaints information provided in our DVLA annual report and accounts **2024 to 2025**.



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

We analyse trends and use satisfaction surveys, customer 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 and areas where we are performing well.

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

## Formal complaint procedure

- Step 1:** A customer can write to our complaints team telling them their concerns.
- Step 2:** A customer complaint has not been resolved at Step 1, so they can escalate to our formal Step 2 process.



## Complaints statistics

Number of unique cases dealt with in 2024 to 2025.

	23294
	2178
	2990
	<b>26284</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
	18	22	26	20	16	14	15	14	12	27	16	22	<b>222</b>
	22	20	30	23	19	34	23	20	21	19	31	24	<b>286</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
	0	0	0	1	0	0	0	0	1	0	0	0	<b>2</b>
	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</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
	1	3	3	2	1	1	1	1	1	1	0	1	<b>16</b>
	3	3	1	1	3	2	2	1	2	3	0	2	<b>23</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
2023/24	0	0	0	0	0	0	0	0	0	1	0	0	<b>1</b>
2024/25	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>



## Improvements made based on 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></p> <p>We could improve the way some customers are able to access our services.</p>	<p>We have launched a new digital service which allows customers who are exempt from vehicle excise duty (tax), due to being in receipt of certain disability benefits, to tax their car online for the first time.</p> <p>Updates have been carried out on the Driver and vehicles account and customers can now select the language preference as Welsh. The customers' language preference will then be used for digital tax reminders and all notifications sent from the Driver and vehicles account.</p> <p>Customers can now generate a QR code within their Driver and vehicles account to share their driver record details with third parties. When scanned it will take the user directly into the current Check Driving Licence service, removing any need to manually enter details.</p> <p>Our Contact Centre has introduced improvements to our Interactive Voice Recognition (IVR) and chat bot systems which results in customers being transferred to speak to an agent if the enquiry is not recognised.</p> <p>We also launched a new feature, in our Contact Centre, which allows customers to submit information relating to their enquiry whilst they are waiting in the queue or for a call back, speeding up the call handling process.</p> <p>We have simplified our complaints process on GOV.UK this year, making it easier for customers to provide us with feedback.</p> <p>Since the British Sign Language (BSL) video relay service went live in November 2023, 1,516 calls have been taken across all 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 have trialled new ways of working over the past year to improve response times for our customers. Our average time to make a licensing decision for cases where we have all the relevant information provided is 7.53 days. Where we need to seek further information from customers or third parties, the time to decision is 44.20 days, which is a reduction of over 10 days from the previous financial year.

Medical questionnaires have been improved, making them easier to follow and complete for both the licence holder and healthcare professionals and customer information is being pre-populated, meaning customers only complete their details if there are changes.

New medical questionnaires and an improved process have also been created, for customers with a mental health condition, whereby self-declaration can be accepted allowing licences to be issued quicker.

A network of specialist psychiatrists has also been established to assist with cases that require mental health enquiries. These specialists are available to provide DVLA reports in those cases where the driver's GP or Consultant cannot provide us with the necessary information to make a licensing decision.

Operating instructions have been updated to reflect that power of attorney details issued prior to July 2020 are now accessible online meaning customers can obtain a sharecode and eradicate the need to submit physical paperwork.

When visual field tests are required, letters have been amended to advise customers to contact Specsavers directly, who can access the request to provide advice and advise of alternative Specsavers stores that can carry out the test if necessary.

A peer review process has been introduced for those who do not work from set instructions to strengthen decision making and where customers challenge revocation, an immediate doctor's panel review is invoked.

The use of Microsoft Power Apps has been continued with additional updates and improvements to further transform manual business operations into digital, automated processes to speed up processing and decision making.



## Drivers services

### You said:

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

A review of all the letters used to return invalid or incomplete driving licence applications has been carried out, with emphasis on making our letters as clear and simple as possible with a view to reduce the need to call the agency.

A new system has been launched whereby Certificate of Professional Competency (CPC) applications are processed by DVSA at source. This system replaces the previous paper application process, providing a more streamlined and faster service.

Improvements to our tachograph system have been carried out with the addition of a 'change needed' icon, which highlights when details on incoming applications have changed from those held on record. This ensures records are updated with any new details before a tachograph is issued.

When a new name can be attributed to an obvious change, for example, a marriage or divorce, we have introduced a new process where confirmation is carried out via a digital passport check. This will reduce the number of applications being returned for supporting documentation.

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

A new driving licence photo renewal service has been added to the Driver and vehicles account, which allows users to upload their own photograph, instead of having to use their passport photo.





## Vehicles (including personal registration)

### You said:

Improvements were needed in some aspects of our processing.

Guidance around how to format the postcode correctly has also been added to the online vehicle tax system to ensure customers who transact online are unhindered by any unrecognisable postcode formats.

The online vehicle change of address service has also been improved with the addition of a drop-down list of potential addresses when entering an address. Previously, the full address had to be manually entered.

Guidance on the V5C green slip has been improved to clearly indicate the required documentation to reduce applications being returned for being out of sequence.

The information on GOV.UK relating to re-importing a vehicle has been updated to communicate that a vehicle being re-imported can be declared SORN as well as taxed.

Electronic vehicle licensing (EVL) transactions now update vehicle records in real time when they are made within business hours. This means that when a vehicle is taxed by EVL, customers will be able to view it quicker in most cases.

The EVL pay page has also been improved with a card type dropdown option being removed. The system will now determine if a surcharge is applicable when a customer inputs their card details.

Information on future changes we plan, to continue to be a customer-centric service, will be published in our DVLA business plan 2025 to 2026.



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