

Summary of Complaints November 2011.

Complaints received.

YTD; 306 complaints

November; 25 complaints

Complaints Breakdown

Driver Licensing Division

Medicals / Vocational 1

Total **1**

Medicals / Vocational 1 complaint related to revocation of licence.

Vehicle Licensing Division

Enforcements 2

Postal Licensing 1

Refunds 1

SORN 1

Total **5**

Enforcements 2 complaints challenging enforcement action.

Postal Licensing 1 complaint that would not accept an emailed insurance certificate.

Refunds 1 complaint related to amount of refund paid.

SORN 1 complaints that SORN was not correctly recorded.

Test Centres

Armagh 1

Belfast 2

Coleraine 1

Enniskillen 1

Larne 3

Lisburn 1

Newry 1

Newtownards 1

Omagh 2

Total **13**

6 complaints regarding test outcome.

3 complaints related to test procedure.

2 complaints due to staff attitude.

1 complaint due to cancellation of test.

1 complaint related to damage to vehicle.

Local Offices

Armagh 1

Ballymena 1

Total **2**

Armagh 1 complaint regarding how application was processed.

Ballymena 1 complaint related to application processing.

Booking Services Program (BSP)

Total 1

1 complaint appointment letter was not received and customer not advised of cancellation policy on phone.

Compliance and enforcement

Total 1

1 complaint related to conduct and attitude of examiners.

Theory Test

Total 2

2 complaints that the customer was not allowed to take test due to documentation issues.

This accounts for the 25 Complaints received during November.

Stage Two and Three Complaints

During November 4 complaints which had been previously logged and dealt with as Stage 1 complaints were escalated to Stage 2.

- 1 related to disposal notification policy
- 1 was in relation to payment of a penalty.
- 1 was related to the actions of an examiner.
- 1 was because policy does not accept emailed insurance notifications.

During November no complaints which had been previously logged and dealt with as Stage 2 complaints were escalated to Stage 3.