

Summary of Complaints June 2010.

Driver Licensing Division

Correspondence Team	2
Data Input / Cash	1
Medicals / Vocational	3
Total	6

Correspondence team –	2 cases related to change of details on licences.
Data Input / Cash -	incorrect restriction dates on exchanged licence.
Medicals / Vocational –	2 cases related to medicals forms received 1 complaint regarding length of process

Vehicle Licensing Division

Duplicate books	2
Enforcements	2
Cherished Transfers	1
Postal Licensing	3
Refunds	1
Total	9

Duplicate books	2 complaints regarding non receipt of documents
Enforcements	complaint regarding a clamped vehicle related actions taken by Agency when vehicle has been reported as unlicensed
Cherished Transfers	customer claim of an unauthorised CT
Postal Licensing	2 complaints related rate of duty payable complaint in relation to content of a letter received
Refunds	regarding not being allowed to backdate refund

Test Centres

Ballymena	1
Belfast	4
Coleraine	1
Cookstown	1
Craigavon	2
Enniskillen	1
Lisburn	2
Londonderry	1
Mallusk	1
Total	14

7	complaints regarding test outcome.
1	complaint related to taxi regulations at test.
1	complaint regarding incorrectly addressed documentation
1	complaint related to delayed start of driving test.
1	complaint due to damage to vehicle
1	complaint in relation to staff attitude
1	complaint regarding test date availability
1	complaint questioning need to MOT vehicle at 4 years

Local Offices

Armagh	1
Belfast	1
Total	2

1 complaint regarding staff attitude.

1 complaint regarding policy on acceptance of insurance paperwork

Booking Services Program (BSP) 3

2 complaints about usability of internet booking service.

1 complaint about not being able to book minibuses online or over the phone.

Compliance and enforcement 1

1 complaint regarding a targeted operation carried out by compliance section

This accounts for the 35 Complaints received during June.

Stage Two and Three Complaints

During June 0 complaints which had been previously logged and dealt with as a Stage 1 complaints were escalated to Stage 2.

During June 2 complaints which had been previously logged and dealt with as a Stage 2 complaints were escalated to Stage 3.

- 1 related to a particular examiner in a test centre.
- 1 was due to delays in the medical licence process.