



Annual Complaints Analysis

2010 - 2011

Customer Services
County Hall
Coleraine

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1. Purpose of the Report

This report looks at the effectiveness of complaints management within DVA over the last year (2010-11), highlighting performance against targets and commenting on opportunities to improve current service delivery.

2. Introduction

Complaints offer a chance for DVA to gain an accurate picture of the level and quality of service offered from the customer’s perspective. They provide feedback on service delivery and are a means for customers to have an input into the continuous improvement of the Agency

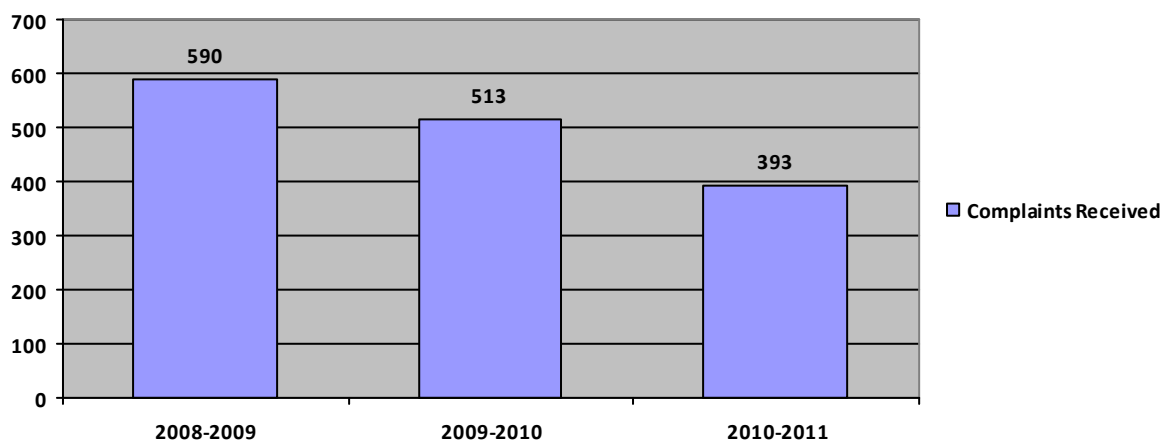
This analysis is intended to complement the current monthly analysis by considering the root cause of complaints received in 2010-11 in more depth and recommending changes to ensure we, as an Agency, continue to deliver a quality service to our customers.

3. Complaints Summary

During this reporting year (April 2010 to March 2011) DVA received and dealt with a total of 393 complaints. This figure shows a decrease of 23.39% on the previous year (513 complaints were received during 2009-10). Since the introduction of the Respond tracking system and centralisation of complaints management in 2008 there has been a 33.39% decrease in complaints received (590 complaints were received during 2008-09).

Although the Agency received 393 complaints, not all of these were upheld. The table below shows the percentage breakdown for complaints which were upheld, partially upheld or not upheld.

Upheld	Partially Upheld	Not Upheld
65%	8%	27%



Performance Against Target

The Agency performance target for dealing with complaints, and the outcomes, can be found in the table below.

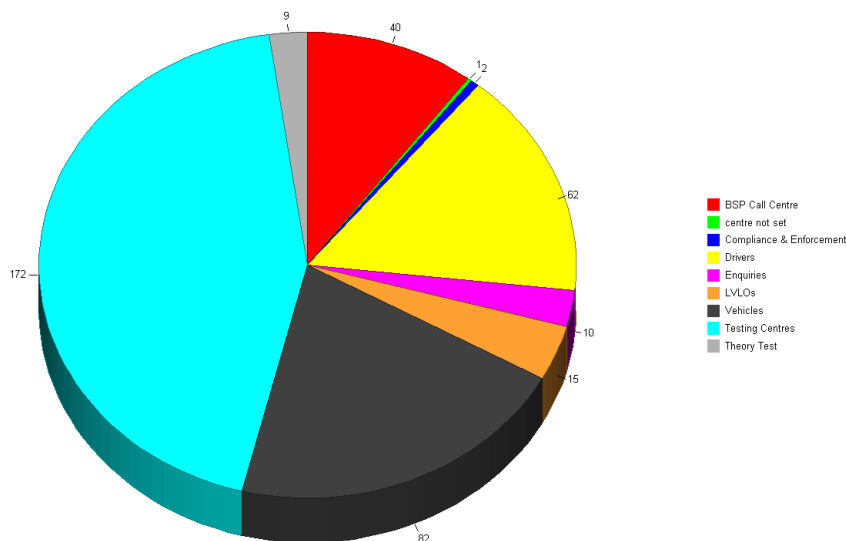
Target 2010/11	Outcome	Actual 2010/11	Actual 2009/10	Actual 2008/09
To respond to 95% of complaints within 10 working days	ACHIEVED	99%	98%	94.4%

The achievement of the response target and continued increase in performance level can be partly attributed to:-

- a determination by complaints managers to ensure the response issues on time;
- effective performance monitoring measures for tracking the progress of complaints nearing their target date;
- provision of complaints management awareness for test centre managers;
- complaints management awareness included as part of the induction program for new deputy centre managers;
- periodic review of complaints handling guidelines for staff

Overview of Complaints

Analysis of DVA complaints by business area



Complaints Breakdown

Test Centres	172
Vehicle Licensing Central Office (VLCO)	82
Driver Licensing	62
BSP Call Centre	40
Local Vehicle Licensing Offices (LVLO)	15
Enquiries	10
Theory Test	9
Compliance & Enforcement	2
Generic complaint	1
TOTAL	393*

*A detailed analysis of complaints, broken down by business area, can be found in the appendices

4. Stage Two and Stage Three Complaints

If a complainant has made a formal complaint and is not satisfied with the response at Stage One, and submits further related correspondence within 6 months, this becomes a Stage Two complaint.

If the complainant is still not satisfied with the response at Stage Two, and submits further related correspondence within 6 months, this becomes a Stage Three complaint. At this stage, the response must be signed off by the Chief Executive.

If after following the three stages of the Complaints Procedure the complainant remains unhappy, they can raise the issue with the Assembly Ombudsman for Northern Ireland.

In 2010 - 11 of the 393 complaints received almost 94% (369 complaints) were resolved at Stage One. Of the remaining 24 complaints almost 71% (17 complaints) were resolved at Stage Two. A further 7 complaints were resolved at Stage Three.

In addition, the Agency also dealt with 3 more stage two complaints and 4 stage three complaints. These are not included in this year's totals to avoid double counting. (All 7 were initially received and counted during 2009/10 but were resolved in this reporting year.

No complaints were escalated to the Assembly Ombudsman.

Breakdown of Complaints Escalated to Stage Two

Late arrival of documents / correspondence	4
Challenge enforcement penalty	3
Test outcome	2
Disputing driving license disqualification status	1
Error in Cherished transfer process	1
Examiner attitude	1
Name incorrect on V5C(NI)	1
Penalty received due to non receipt of V11	1
Refusal of test due to late arrival	1
Refusal to carryover time to new Mot certificate	1
Related to being accused of interfering in driving test whilst observing test	1
Related to clamping charges	1
Related to cost of duplicate book and requirement to obtain one.	1
Theory Test Outcome due to disruption in exam room	1

Breakdown of Complaints Escalated to Stage Three

Test Outcome	4
Allegation of damage to vehicle by testing process	1
Challenge enforcement penalty	1
Delays in medical checks for driving licence	1
Receipt of correspondence for vehicles incorrectly registered by a 3rd party at customers address	1
Refund policy	1
Related to exchange of GB driving licence	1
Removal of window tint film during vehicle test	1

5. Recurring Issues

Principle Recurring Issues

		% of received complaints
Driving Test or Vehicle Test Outcome	71	18.1%
Staff attitude	38	9.7%
Policy and/or Procedure	34	8.7%
Damage to Vehicle during Testing	33	8.4%
Challenge to enforcement penalty or action	25	6.4%
Lost Documentation	18	4.6%
Non Receipt of Correspondence (Appointment & reminder letters)	16	4.1%
Driving Licence Delays	12	3.1%
Not taken for test due to late arrival	11	2.8%

A full breakdown of complaints is located in Appendix 9.10

6. Follow-up Survey

During the year Customer Services chose, at random, customers who have complained about the services offered by DVA and issued a follow up questionnaire.

The questionnaire is designed to measure the effectiveness of the complaints process and customer satisfaction with it.

Of the 393 complaints received, 48 surveys were issued, representing a 12.21% sample. Of these 48 surveys, 18 (37.5%) were returned.

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
The way the complaint was handled.	8	3	3	2	2
Someone taking responsibility for sorting out your complaint.	6	6	2	1	3
The time taken to sort out your complaint.	7	5	1	3	2
The follow up contact you received.	6	5	2	3	2
The clarity of the response.	7	5	3	1	2
The eventual outcome of your complaint.	8	6	1	2	1
Overall	38.9%	27.8%	11.1%	11.1%	11.1%

7. Compensation Payments

There are a number of instances where it is necessary for the Agency to pay compensation to customers

Ex-gratia Payments

In this reporting period there were 41 ex-gratia (driver licensing) complaints/payments, with a total associated cost of £2790.11

Replacement of lost documents or photographs	34
Goodwill gesture	3
Postage Costs	2
Cost of Driving Test refunded and associated costs due to errors on licence	2
Total	41

Tests Cancelled by Agency Resulting in Compensation

If a Vehicle or driving test is cancelled without giving the required period of notice the customer is entitled to the return of 50% of their test fee.

Between 01 April 2010 and 31 March 2011 there were 600 Driving and Vehicle Tests cancelled. This represents a 17.2% decrease compared to 725 Driving and Vehicle Tests cancelled during the 09/10 reporting year.

The total associated cost of these cancellations during the 2010-11 reporting cycle was **£12,065.05** (this total includes compensation claims for additional, and verified, costs associated, such as the hire of a driving instructor's car).

Driving Test Cancellations By Centre

	2010 / 2011 Reporting Year	2009 / 2010 Reporting Year
Cookstown	17	30
Newry	10	1
Ballymena	8	10
Larne	8	7
Belfast	5	22
Craigavon	4	0
Omagh	4	9

Coleraine	3	3
Enniskillen	2	5
Lisburn	2	1
Armagh	1	11
Londonderry	1	24
Downpatrick	0	0
Newtownards	0	0
TOTAL	65	123

Driving Test Cancellations By Reason

Examiner Not Available	44
Mechanical Fault with Agency Motorcycle	8
Heath & Safety concerns due to leave on motorcycle track	4
Reason not specified	3
Booking Error	2
Driving Licence Issue	2
Examiner unable to conduct test as involved in accident	2
Total	65

There were 65 cancelled Driver Tests, equating to 0.1% of booked tests.

Vehicle Test Cancellations By Centre

	2010 / 2011 Reporting Year	2009 / 2010 Reporting Year
Belfast	212	0
Ballymena	75	6
Enniskillen	60	166
Cookstown	51	146
Newry	38	0
Larne	26	54
Downpatrick	25	0
Lisburn	21	37
Armagh	16	0
Omagh	9	27
Coleraine	1	0
Craigavon	1	12
Londonderry	0	0
Mallusk	0	0
Newtownards	0	154
TOTAL	535	602

Vehicle Test Cancellations By Reason

Server / IT / BSP Failure	366
Vehicle Lift Failure	36
Examiner did not arrive	36
Brake Testing Equipment failure	27
Compressor fault	27
Examiner Unavailable due to illness	17
Equipment Failure 488615	9
Equipment Failure 397014	6
No staff available due to weather conditions	5
Vehicle Booked a Year Too Early for Test	3
Broken Down Lorry Blocking Test Lane	3
Total	535

There were 535 cancelled Vehicle Tests, equating to 0.1% of booked tests.

Damage to Vehicle

If a Vehicle is damaged and the Agency is liable for the damage, the customer is requested to supply 3 quotations for the cost of repair which the Agency covers. The total cost to the Agency during the 2010-11 reporting cycle was **£9,706.90**

Damage to Vehicle By Centre

	2010 / 2011 Reporting Year	2009 / 2010 Reporting Year
Armagh	1	0
Ballymena	3	0
Belfast	1	3
Compliance and Enforcement	0	1
Coleraine	0	5
Cookstown	2	1
Craigavon	0	2
Downpatrick	1	0
Enniskillen	2	2
Larne	2	1
Lisburn	0	1
Londonderry	1	0
Mallusk	3	5
Newry	0	2
Newtownards	6	2
Omagh	1	0
Total	23	25

The 23 incidents of damage to vehicle, equate to 0.002% of tests booked.

8. Service Improvements Resulting from Complaints

One of the key challenges for the Agency is to understand the root cause of our mistakes and learn from them. During this reporting period, the following complaints issues were identified and recommendations for service improvements suggested/implemented.

Issue	Suggestion for Improvement	Progress
Non receipt of Correspondence	Explore alternative delivery options	Complete - Changed delivery company
MOT / Driving Test Cancellation Policy does not account for Saturdays	Update information given to customers to advise Saturdays do not count towards the permitted period.	Complete - Text on printed notification letters, online notification and scripted text for the booking line has been updated.
When booking short notice appointments customers do not receive appointment letters	Investigate possibility of email or text delivery of appointment information	Complete - Email notification can now be selected as notification method
Complaint that payment taken from card in error as security code not validated	Amend booking system to check card security data	Complete – booking system now requires and validates the card 3 digit security code.
Customers required to provide full chassis number when booking MOT	Add chassis number to reminder letter.	Complete – Last 4 digits of the chassis number now appear on reminder letters and the system has been amended to only require input of last four digits
Complaint that 4X4 vehicle owners were being advised to book Mot a year too early	Amend records to prevent Mot reminders being issued in error	Complete - Amendment made to transfer of data between registration database and testing database to prevent reminders being issued.
Customer clamped despite having made application to DVA, for transfer of vehicle details from GB to NI - paperwork had been returned for additional information.	Put in place a method of recording applications which had been returned.	Complete - Spreadsheet created to record applications made to reregister a GB vehicle in NI to prevent customers being clamped in error. `

Customers experiencing difficulty in getting through to telephone enquiries when they had received a CR notification letter. Issue related to letters being received over weekend, and customers then telephoning on a Monday which is traditionally the busiest day.	Change day CR letters are issued.	CR letters no longer issued on a Friday, they are now posted on a Monday which moves the bulk of the calls to later in the week when call volumes are more manageable.
Difficulty in booking MOT online as time slot choice was limited	Amend system to offer greater choice and flexibility	Complete – a wider range of time slots shown when booking online.
Customer experienced difficulty in licensing their vehicle in advance as they would be out of the country on business when the vehicle fell due for licensing. Customer turned away at the LVLO	Review/amend process and ensure information published for future reference.	Process amended to allow customers to licence 6 weeks in advance in a Local Office (previously could only be done by post). NI Direct pages rewritten to reflect the amendment.
Customer found conflicting/confusing information on the website regarding the due date for MOT.	Review information published	Page amended on NI Direct. Forms checked to ensure notes for information were also clear.
Customer complained that they were unable to download the application form to test a taxi	Review published information.	Information published reviewed and the form was downloadable from the website, however, it was difficult to find. The form was moved to make it more easily accessible and renamed to make it clearer for customers in future.

9. Analysis of Informal Complaints

During 2010-11 412 of informal complaints were received. Analysis of these has identified a number of recurring themes which are set out in the table below.

Category	Received	% of total
Test Outcome	172	41.8%
Issues related to queuing times	25	6.1%
Examiner attitude	23	5.6%
Vehicle Test Procedure	23	5.6%
Related to Fail to appear for MOT or late arrival	21	5.1%
Complaint that vehicle damaged during test	19	4.6%
Complaint related to staff attitude	10	2.4%
Related to conduct of examiner	10	2.4%
Related to 21 day retest booking policy	09	2.2%

A detailed breakdown of these informal complaints by nature can be found in Appendix 9.11.

10. Appendices

The information contained in the following appendices provides a deeper, supplemental breakdown by business area and/or reason in order to allow each business area to identify any potential trends unique to their own area.

Appendix 1

Appendix 1 - Vehicle Licensing Central Office (VLCO)

Enforcements	26
Postal Licensing	23
Duplicate Books / Record Amends	13
First Registration	7
Cherished Transfers	5
Refunds	5
SORN	2
Vehicle Status Team (VST)	1
TOTAL	82

Vehicle Licensing – Detailed Breakdown by Section

Enforcements

Dispute over penalty received	12
Maladministration	5
Issue related to clamping of a vehicle	5
Action taken due to break in SORN	3
Complaint no action taken after vehicle reported	1
TOTAL	26

Postal Licensing

Difficulty with telephone relicensing	7
Agency policy / procedures	4
Maladministration	4
Budget changes	3
Non receipt of reminder (V11)	2
Wording / attitude of correspondence	2
Staff attitude	1
TOTAL	23

Duplicate Books / Record Amends

Maladministration	6
Length of time to produce a duplicate	4
Non receipt of documentation	2
Correspondence for vehicle registered at home address which not their vehicle.	1
TOTAL	13

First Registration

Vehicles registered by others at customers address	2
Maladministration	2
Agency Procedures	1
Lost documentation	1
Staff attitude	1
TOTAL	7

Cherished Transfers

Agency Procedures / Policy	2
Maladministration	2
Quality of service	1
TOTAL	5

Refunds

Agency Procedures / Policy	4
Documentation Lost	1
TOTAL	5

SORN

Staff attitude	1
Maladministration	1
TOTAL	2

Vehicle Status Team (VST)

Maladministration	1
TOTAL	1

Appendix 2

Appendix 2 - Local Vehicle Licensing Offices (LVLO's)

Belfast	6
Armagh	2
Coleraine	2
Downpatrick	2
Omagh	2
Ballymena	1
TOTAL	15

Belfast LVLO

Staff attitude	2
Maladministration	2
Required to pay penalty to tax vehicle	1
Adherence to Agency policy	1
TOTAL	6

Armagh LVLO

Staff attitude	1
Maladministration / Staff knowledge	1
TOTAL	2

Coleraine LVLO

Office closed / opening times	1
Non acceptance of Electron cards	1
TOTAL	2

Downpatrick LVLO

Quality of service offered	2
TOTAL	2

Omagh LVLO

Non acceptance of downloaded insurance document	1
Issued incorrect Medical form	1
TOTAL	2

Ballymena LVLO

Staff attitude	1
TOTAL	1

Appendix 3

Appendix 3 - Driver Licensing

Correspondence Team	23
Medicals / Vocational	12
Post Team	12
Court Section	8
Data Input / Cash	5
Foreign Licence	2
TOTAL	62

Drivers - Correspondence Team

Agency policy / Procedures	9
Lost documentation	5
Accuracy of records	3
Licence delay	3
Maladministration	2
Errors on Licence	1
TOTAL	23

Drivers - Medicals Vocational

Agency policy / Procedures	5
Licence delay	3
Maladministration	2
Form complexity	1
Errors on Licence	1
TOTAL	12

Drivers - Post Team

Agency policy / Procedures	3
Maladministration	3
Licence delay	2
Lost documentation	2
Accuracy of records	1
Errors on Licence	1
TOTAL	12

Drivers - Court Section

Licence delay	4
Agency policy / Procedures	2
Accuracy of records	2
TOTAL	8

Drivers - Data Input / Cash

Errors on Licence	4
Licence delay	1
TOTAL	5

Drivers - Foreign Licence

Agency policy / Procedures	1
Process delays	1
TOTAL	2

Appendix 4

Appendix 4 - Test Centers

Belfast	31
Mallusk	19
Newtownards	17
Londonderry	15
Ballymena	14
Lisburn	14
Enniskillen	11
Omagh	9
Cookstown	8
Craigavon	8
Larne	7
Armagh	5
Downpatrick	5
Newry	5
Coleraine	4
TOTAL	172

Belfast Test Centre

Test Outcome	12
Attitude of Examiner	6
Conduct of Test	4
Test Procedure	3
Damage to vehicle	2
FTA Appeal	2
Cancelled Appointment	1
Waiting Times	1
TOTAL	31

Mallusk Test Centre

Damage to vehicle	9
Attitude of Examiner	3
Test Outcome	3
Conduct of Test	2
Test Procedure	2
TOTAL	19

Newtownards Test Centre

Damage to vehicle	7
Test Outcome	3
Test Procedure	3
Attitude of Examiner	2
Conduct of Test	2
TOTAL	17

Londonderry Test Centre

Test Outcome	5
Attitude of Examiner	4
Conduct of Test	3
Damage to vehicle	2
Retest fee required	1
TOTAL	15

Ballymena Test Centre

Damage to vehicle	5
Test Outcome	5
Late Arrival for test	2
Test Procedure	2
TOTAL	14

Lisburn Test Centre

Test Outcome	4
Conduct of Test	3
Cancelled Appointment	2
FTA Appeal	2
Test Procedure	2
Quality of Service / advice given	1
TOTAL	14

Enniskillen Test Centre

Booking	2
Damage to vehicle	2
Test Outcome	2
Agency Policy / Legislation	1
Cancelled Appointment	1
FTA Appeal	1
Test Procedure	1
Waiting Times	1
TOTAL	11

Omagh Test Centre

Damage to vehicle	3
Conduct of Test	2
Test Outcome	2
Attitude of Examiner	1
Test Procedure	1
TOTAL	9

Cookstown Test Centre

Conduct of Test	2
Damage to vehicle	2
FTA Appeal	2
Test Outcome	2
TOTAL	8

Craigavon Test Centre

Attitude of Examiner	2
Cancelled Appointment	2
Test Outcome	2
Booking	1
Conduct of Test	1
TOTAL	8

Larne Test Centre

Damage to vehicle	3
Test Outcome	2
Administration Procedures	1
Conduct of Test	1
TOTAL	7

Armagh Test Centre

Test Outcome	2
Access to facilities	1
Attitude of Staff	1
Damage to vehicle	1
TOTAL	5

Downpatrick Test Centre

Attitude of Examiner	2
Cancelled Appointment	1
Damage to vehicle	1
Late Arrival	1
TOTAL	5

Newry Test Centre

Attitude of Examiner	2
Damage to vehicle	1
Test Outcome	1
Test Procedure	1
TOTAL	5

Coleraine Test Centre

Additional time not carried forward on MOT	1
Test Outcome	1
Test Procedure	1
Testable Items	1
TOTAL	4

Appendix 5

Appendix 5 - Booking Services

Non receipt of correspondence	14
Online System difficulties	6
Call hander attitude	5
Booking procedure	3
Cancellation policy advice not given	2
Difficulty using booking system	2
Incorrect advice given	2
Quality of phone service	2
21 day retest policy	1
Cancelled appointment	1
Insufficient advice	1
Maladministration	1
TOTAL	40

Appendix 6

Appendix 6 – Telephone Enquiries

Insufficient advice	3
Message System	2
Quality of service	2
Accuracy of records	1
Agency Policy / Legislation	1
Staff Attitude	1
TOTAL	10

Appendix 7

Appendix 7 - Compliance & Enforcement

Complaint related to targeted enforcement operation	1
Staff attitude	1
TOTAL	2

Appendix 8

Appendix 8 - Theory Testing

Booking difficulties	3
Felt staff were unhelpful	1
Maladministration	1
Received in error	1
Test disrupted by another candidate	1
Test started late	1
Unable to use own translator	1
TOTAL	9

Additional Complaints Impacting on both Licensing and Testing

Complaint that poor communication between DVLA and DVA licensing impacted on ability to book MOT	1
TOTAL	1

Appendix 9

Appendix 9 - Breakdown of formal complaints

Vehicle Test Outcome	38
Staff attitude	38
Damage to Vehicle during Testing	33
Driving Test Outcome	33
Challenge to enforcement penalty or action	25
Driver and Vehicle Testing Policy	18
Lost Documentation	18
Non Receipt of Correspondence (Appointment & reminder letters)	16
Vehicle Licensing Division Policy	15
Driving Licence Delays	12
Not taken for test due to late arrival	11
Error made by staff	9
Information provided by staff	8
Driver Licensing Policy	8
Difficulty in accessing Telephone Relicensing	7
Driving Licence error	6
Documents issued to incorrect address	5
Categories missing from Driving Licence	5
Additional time not added to new MOT certificate	5
Driving Examiner Conduct	5
Delayed Appointment start	5
Online booking Server Down	5
Theory Test Booking error/issue	5
Cherished Transfer Policy	4
Vehicles registered by a third party to an incorrect address	4
Requirements for Identification Checks	3
Revocation of Licence on Medical Grounds	3
Budget Increases	3
Refusal of refund	3
BSP booking problem or error	2
Theory Test Outcome	2
Test cancellation policy	2
Licensing Fees	2
Allegation that charged twice for test	2
Unavailability or lack of test appointments	2
Cut off or Hung up on	2

Cancellation of Motorcycle Manoeuvres Test due to track conditions (leaves on track)	2
Non receipt of V11 reminder	2
Cancellation of Test	2
Enquiries phone system	2
Release of vehicle details to 3 rd party	2
Access to Test Centre driving test bay blocked	1
Removed from Test Centre	1
Test Centre Closed	1
No issued with receipt	1
Enforcement operation	1
Driving Licence Address not in Irish	1
Non-issue of driving licence holder	1
Driving Licence Application Returned	1
Disparity between NI and GB licence offence codes	1
Queuing times in LVLO	1
Instructor Accused of interference during driving test by Examiner	1
V5c (IN) issued in wrong name	1
Correspondence issued to deceased relative	1
Reminder for MOT issued a year early	1
Termination of Driving Test	1
No visible action taken after reporting of unlicensed vehicle	1
Error on information on Agency Website	1
Non acceptance of electron card	1
Conduct of Vehicle Examiner	1
Total	393

Appendix 10

Appendix 10 - Breakdown of informal complaints

Test Outcome	172
Queuing Times / Waiting Times LVLO's	25
Examiner attitude	23
Testing procedure	23
Related to Failing to appear for test or arriving late	21
Complaint that vehicle was damaged during test	19
Staff attitude	10
Conduct of examiner	10
21 Day retest booking policy	9
Complaint that there was no public toilets	8
Booking error	7
Request for additional opening hours	6
Complaint that vehicle passed retest without additional repairs	5
Felt admin staff not helpful	5
Non receipt of correspondence	4
Test abandoned	4
Request for additional admin staff	4
Poor signage	4
Request for additional seating	3
Test started late	3
Lack of parking facilities	3
Test cancelled	3
Complaint regarding requirement to pay a retest fee	3
Complaint that office too warm	2
Related to number of passenger seats passed in a taxi	2
Request for staff to say please and thank you	2
Difficulty contacting Agency via telephone	2
Complaint that there was no air conditioning	2
Test was not conducted	2
Could not tax online	2
Complaint that the office smelled	2
LVLO would not accept insurance via email	2
No credit card facilities in LVLO	2
Vehicle clamped whilst in office	2
Complaint regarding refund process	2
Request to update information on V10s	1

Item missing from car after test	1
Mileage incorrect on MOT certificate	1
Request for additional footpath on site	1
Monitor in office too small	1
Complaint about test route selection	1
Loss of additional MOT time on new certificate	1
Complaint that certificate was held	1
Complaint that there was no helpdesk	1
No tea or coffee facilities	1
Complaint no magazines in the waiting area	1
Customer alleged that telephone damaged	1
Request for amplification at counters	1
Request for additional LVLO offices	1
Total	412