

DVA Customer Charter

Safer vehicles and safer drivers



An Agency within the Department of the

Environment

www.doeni.gov.uk

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Foreword from the Chief Executive

I am pleased to introduce the DVA Customer Charter to you. It is very important to us that, as a customer, you understand what we do.

We want to be easy to do business with and like any other customer-focused organisation we need to be clear and consistent about the experience you have with us and the level of service you can expect from us. This charter sets out the key standards we work to and by which we measure our performance every day.

Since the Agency was set up, considerable progress has been achieved in improving the service that we provide, but there is always room for improvement and your comments and feedback about our service is very welcome.

Stanley Duncan

Chief Executive



Who we are

The Driver & Vehicle Agency (DVA) was set up on 1 April 2007 through a merger between the Driver & Vehicle Testing Agency and Driver & Vehicle Licensing Northern Ireland.

The Agency plays a vital role in efforts to maintain and improve road safety and provide a level playing field for business. Its activities also make a positive contribution to the environment, to effective public administration, and to combating organised crime.

The Agency's business is conducted from a network of 8 motor tax offices, 15 test centres, 2 compliance offices, and 6 theory test centres. You can also tax your car at selected Post Office® branches across Northern Ireland.



What we do

DVA is responsible for the following:

Testing

- Vehicle testing
- Driver testing
- Driving instructor registration
- Enforcement of licensing and roadworthiness
- Provision of specialist vehicle inspections
- Registration and monitoring of approved tachograph calibration and repair centres.

Licensing

- Vehicle registration and licensing
- Collection and enforcement of vehicle excise duty
- Driver licensing
- Road transport licensing.



Our Values

DVA is committed to promoting:

- RESPECT
- ACCOUNTABILITY
- WORK LIFE BALANCE
- SUPPORTIVENESS
- LEADERSHIP
- DEPENDABILITY



What you can expect from us

We aim to provide a high quality service to all our customers. We are committed to continuous improvement in all aspects of our customer service.

Our Promise to You

We will:

- do our best to meet or exceed the standards and targets we have set ourselves
- report on our performance
- report on the business improvements we have made resulting from feedback from you, our customers

We ask you to:

- treat our staff politely and with respect
- provide us with feedback on the services we provide so that the improvements we make are based on your needs and expectations
- comply with the requirements we set for our services

Our Standards

When you phone us to book a vehicle or driving test we will

- Identify ourselves by name on the telephone
- Aim to answer 90% of calls within 20 seconds
- Be polite

When you phone us with an enquiry we will

- Identify ourselves by name on the telephone
- Aim to answer 70% of calls within 30 seconds
- Be polite

When you send us a written enquiry we will

- Aim to respond to your letter, fax or email within 10 working days of receipt
- Identify ourselves by name in written responses sent by us
- Endeavour to respond clearly

When you visit our public offices we will

- Aim to see you within an average waiting time of 13 minutes
- Be polite

If you make a complaint to us we will

- Aim to respond to your complaint in full within 10 working days. If this is not possible we will let you know and advise you when you can expect a reply
- Learn from our mistakes to improve our service

When you make a Freedom of Information (Fol) request we will

- Respond to your request as soon as possible after it is received, and not later than 20 working days after the date of receipt. If this is not possible we will notify you of the delay
- Advise you how to make a complaint if you are unhappy with the way DVA has handled your request

Consulting You

We want to provide a service which meets your needs. To help us do this, we ask for your views on the service you received, and the way we provided it.

We carry out regular customer surveys to find out how our performance is matching up to what you want and how we can improve this.

We also have meetings with representative groups where we can discuss how we can improve our service.





Help us to help you

It is our responsibility to provide the best service we can to our customers, but we need to hear from you. We welcome any comments or suggestions you may have about the service you have received.

Comment cards are available in all our public offices. You may also contact Customer Services directly with any suggestions on how we can improve our service.

Customer Services Manager
Driver & Vehicle Agency
County Hall
Castlerock Road
Coleraine
BT51 3HD

Telephone: 0845 402 4000

Fax: 028 7034 1422

Email: dva.customerservices@doeni.gov.uk

Website: www.dvani.gov.uk

Putting Things Right

If you are not happy about any part of our service, we would like to know about it.

You may contact us:

- in person
- by phone
- in writing or by email

We publish our Complaints Procedure on our website and in leaflets which are available from our public offices.

When you make a complaint we will:

- aim to respond to your complaint within 10 working days
- investigate complaints thoroughly
- apologise if we have made a mistake and do our best to put things right as quickly as possible





Customers with particular needs

The DVA is committed to equal opportunities for all and provides a number of facilities for customers with special needs or physical disabilities.

We have installed induction loops in all of our public offices and a text phone facility is available if you wish to contact us by phone.

Also, a range of special needs facilities is available for customers undergoing a driving theory test or practical test, including special arrangements for customers whose first language is not English and those with reading difficulties or hearing difficulties.

Contact us if you have any special requirements.



Use of Data and Data Protection

We will store your details on our databases.

We can release these details if we must do so by law.

You can get more information on how and when we can release your details at:

www.nidirect.gov.uk/motoring