

# DVA CUSTOMER CHARTER

Safer Vehicles  
and Safer Drivers



An Agency within the Department for

**Infrastructure**

Gníomhaireacht laistigh den Roinn

**Bonneagair**

[www.infrastructure-ni.gov.uk](http://www.infrastructure-ni.gov.uk)

CUSTOMER  
SERVICE  
EXCELLENCE



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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 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.

**Paul Duffy**  
Chief Executive



## Who We Are

The Driver & Vehicle Agency is an Executive Agency within the Department of the Environment.

The Agency plays a vital role in efforts to maintain and improve road safety and provide a level playing field for business. Our 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 15 test centres, 3 compliance offices, and 6 theory test centres, as well as central offices at Coleraine and Belfast.



## What We Do

Our key responsibilities include:

### 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

- Driver licensing
- Passenger transport licensing.

## Our Values

These identify the behaviours our staff will demonstrate to customers, stakeholders and each other

### Integrity

Putting the obligations of public service above our own personal interests

### Honesty

Being truthful and open

### Objectivity

Basing advice and decisions on rigorous analysis of the evidence

### Impartiality

Acting solely according to the merits of the case and serving equally well Ministers of different political persuasions



## 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 advice on our guidance and notification letters



## Our Standards

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

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

### When you phone us with an enquiry we will

- Identify ourselves by name
- Answer 70% of calls within 30 seconds
- Be polite and as helpful as possible

### When you send us a written enquiry we will

- Aim to send you a clear reply within 10 working days of receipt
- Identify ourselves by name in written responses sent by us

### When you visit us for a vehicle or driving test we will

- Aim to see you within 10 minutes of your appointment time
- Be polite

### When you visit our public offices (except for a vehicle or driving test) we will

- 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 update you on when full reply can be expected
- 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.

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Customer Services Manager  
Driver & Vehicle Agency  
County Hall  
Castlerock Road  
Waterside  
Coleraine,  
BT51 3HS

Telephone: 0300 200 7861  
Email: [dva.customerservices@infrastructure-ni.gov.uk](mailto:dva.customerservices@infrastructure-ni.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
- 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:

- Investigate complaints thoroughly
- Aim to respond to your complaint within 10 working days
- 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 we provide a range of facilities for customers with special needs or physical disabilities.

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

We also provide a range of services 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  
by visiting our website at  
[www.nidirect.gov.uk/motoring](http://www.nidirect.gov.uk/motoring)