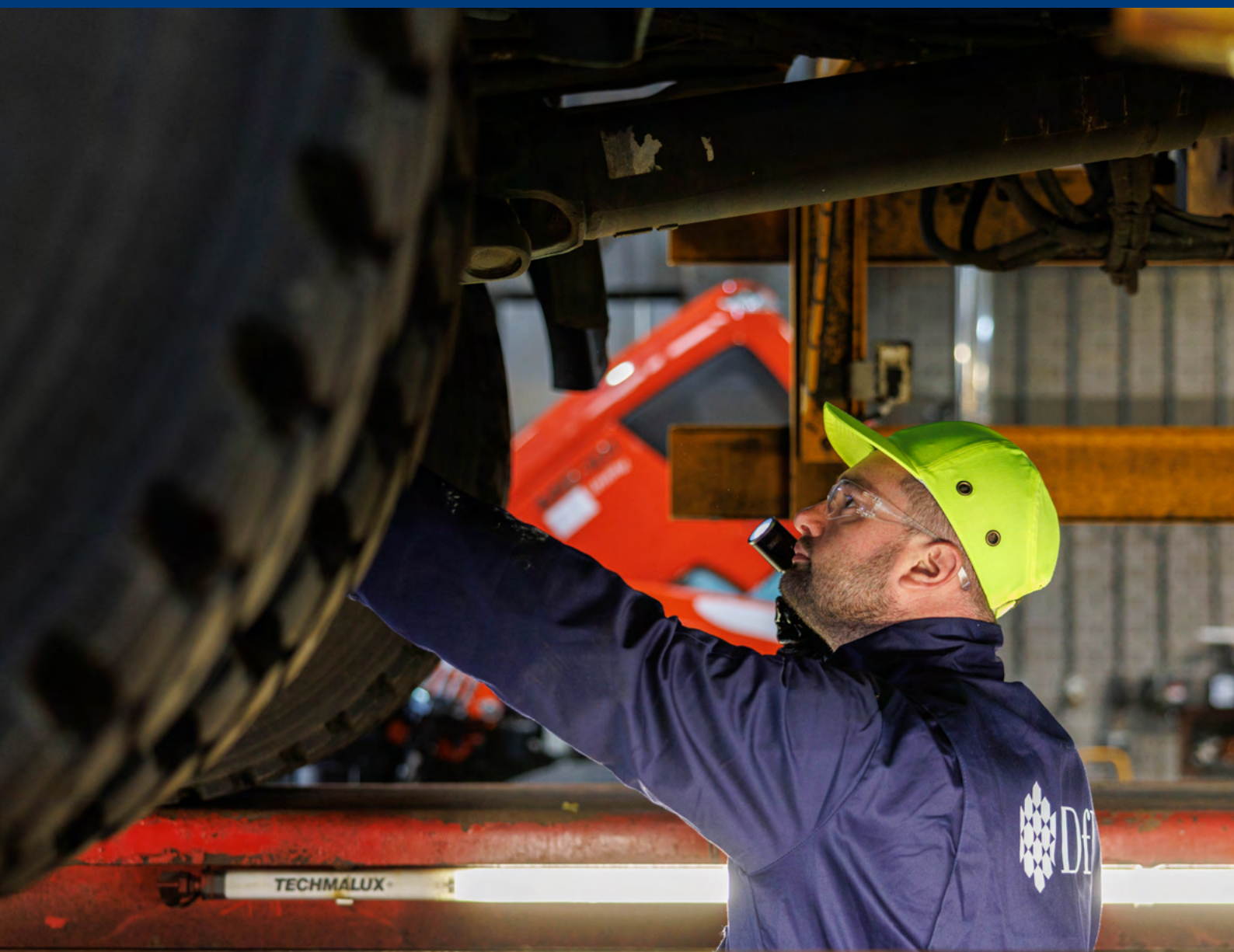




Customer Compensation Leaflet



Our commitment

The Driver & Vehicle Agency (DVA) recognises that our customers should have some redress for a failure on our part to meet the high quality standards we set for the delivery of driver, vehicle, licensing and compliance services.

This leaflet describes when you can claim compensation and sets out the compensation procedures.

Our aim

We aim to ensure that:

- Applying for compensation is as easy as possible for you;
- We pay any compensation payments due within 10 working days of a claim being settled;
- We identify areas where repeated problems are occurring and take steps to improve our service.

When will compensation be considered

We will consider a claim for compensation if:

- We cancel a test and the period of notification is less than the **appropriate notice** (four hours for 'private car / light goods vehicles' or one clear working day for other vehicle tests, and three clear working days for driving tests);
- We cause damage to your vehicle on, or in, our property and we are found to be negligent;
- The Departmental Solicitor's Office or Northern Ireland Public Service Ombudsman recommends that compensation should be paid.

Compensation will not be considered where the reason for the cancellation of a test was outside our control, for example if a cancellation is caused by weather conditions or power failure. In such instances compensation is not paid - however every effort will be made to accommodate you with a new test date as soon as possible.

The amount of compensation paid

The amount of compensation paid shall be:

- An automatic refund of 50% of the fee, plus a new appointment date, in instances where we did not give the appropriate notice and the cancellation was within our control;

- Where liability is accepted, expenses that arise as a direct result of a cancelled test or a damaged vehicle which are verifiable and reasonably incurred;
- The amount recommended by the Departmental Solicitor's Office or the Northern Ireland Public Service Ombudsman How to claim compensation.

Any costs associated with legal representation or other third parties in undisputed cases will remain the responsibility of the customer.

Claims related to the Cancellation of tests:

- Claims for any additional expenses must be made in writing; you may use the claim form on the back of this leaflet. The reimbursement of the hire cost of the instructor's car when a driving test has been cancelled, will be a maximum of £90 per claim;
- You must (where possible) provide receipts for costs incurred;
- The claim and supporting evidence must be submitted to the Test Centre where the test was due to be conducted;
- The Centre Management Team will decide on the validity of the expenses claim and determine if the additional compensation is payable;
- Please note you do not need to claim the 50% of the test fee as this is paid to you automatically.

Claims involving damage to a vehicle:

- If we damage your vehicle this should be reported immediately to the Centre Management Team who will inspect the damage;
- If the vehicle has already left the premises the Centre Management Team will arrange a time for you to return with the vehicle for inspection;
- No repairs should be made to the damaged vehicle until it has been inspected and the compensation applied for as this could affect your claim;
- You should use the claim form on the back of this leaflet to make your claim;
- You should then pass the claim to the Centre Management Team along with a quote from a garage for the repair of the vehicle;
- If the quote, based on the Centre Management Team's experience, is deemed unreasonable;
- you could be asked to supply further quotes. Our decision of which quote to accept will be judged final.

Compensation will not be payable when vehicle malfunction occurs during or after completion of the Test so long as the Testing process was followed correctly.

Once a claim is received

We aim to reply with a decision to all formal requests for compensation within 10 working days.

We will thoroughly investigate your claim and examine all evidence available. As part of this process it may be necessary to request additional documentation or information. If additional time is required to investigate your claim we will inform you of this.

If you are not satisfied

If, during or after the processing of a claim, you wish to complain about any aspect of our service or the handling of your claim, you can write to: DVA Customer Services Manager, County Hall, Castlerock Road, Coleraine, BT51 3HS. Alternatively, you can email dva.customerservices@infrastructure-ni.gov.uk.

Please ensure you provide all the information requested in the form below. Your complaint will be dealt with in accordance with our complaint's procedure. Information explaining the complaints procedure is available at www.nidirect.gov.uk/motoring

Compensation claim form

Name:

Address:

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Postcode:

Telephone:

Reference No:

(if applicable, e.g. registration mark, driver number, booking reference.)

Please state the full details of your claim using additional sheets if required. Attach any receipts or any other evidence that you think may help your request. Please sign and date this form before returning:

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Signature:

Date:

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Compensation Procedure leaflet