



Driver & Vehicle Agency CUSTOMER SERVICES GUIDE



An Agency within the Department for

Infrastructure

www.infrastructure-ni.gov.uk

Gníomhaireacht laistigh den Roinn

Bonneagair

An Agency wí'in the Deapartment fur

Infrastructure

about DVA

DVA is an executive agency within the Department for Infrastructure.

Our overall aim is to contribute to road safety, law enforcement and a cleaner environment by promoting compliance of drivers, vehicles and transport operators through testing, licensing, enforcement and education.

We have a network of 15 test centres and 6 theory test centres spread across Northern Ireland.

Our test centres provide vehicle and driver testing services using the most modern equipment for testing vehicles to ensure accuracy and fairness.

our standards of service

We aim to provide the following standards of service:

- process 90% of ordinary driver licences within 10 working days providing medical or other investigations are not required
- process 95% of ordinary driving licence applications made online in 5 working days, providing medical or other investigations are not required
- reply to 97% of Stage 1 complaints within 15 working days and to 97% of Stage 2 complaints within 10 working days
- answer 85% of telephone calls answered within 20 seconds

your feedback

We value your opinion and will seek your views on our performance, for example, through regular customer surveys. Your comments and suggestions are always welcome.

driver licensing

To help us deal with your enquiry you will need to tell us your full name and your driver number. These can be found on your Driver Licence.

For queries please use the following;

Email: dva@infrastructure-ni.gov.uk

Tel: 0300 200 7861

- Our information line on 0300 200 7861 has recorded messages providing information about our service and is open 24 hours
- Our Customer Enquiry Section is open from 9.00 to 17.00 Monday to Friday (except Bank and Public holidays)

For more information go to:

www.nidirect.gov.uk/motoring

driver / vehicle tests

Book online at:

www.nidirect.gov.uk/booknow

MOT/Vehicle Tests

To book an MOT / vehicle test you will need to have your vehicle registration number and last four digits of the chassis number. These can be found on your vehicle registration certificate (V5C), or MOT reminder letter.

Practical Driving and Theory Tests

To book a test you will need your name, driver number, your date of birth and a valid credit or debit card. These can be found on your driving licence.

NB: You may also check, change or cancel your appointment online. You will need the Booking Reference Number as given to you at the time of booking.

For more information go to:

www.nidirect.gov.uk/motoring

Telephone Booking

To book an MOT/Vehicle test, a practical driving test or for enquiries about your booking:

Tel: 0345 247 2471

8am - 5pm Monday - Thursday

8am - 1pm Friday

To book a Driving Theory Test:

<https://www.nidirect.gov.uk/services/book-your-theory-test-online>

<https://www.nidirect.gov.uk/services/change-or-cancel-your-theory-test-online>

Tel: 0345 600 6700

8am-4pm Monday-Friday

Email: DVA.TheoryCustomerServiceNI@dvs.gov.uk

More information is available at:

<https://www.nidirect.gov.uk/information-and-services/learners-and-new-drivers/theory-test>

Driver/Vehicle Test Enquiries:

Email: dva.customerservices@infrastructure-ni.gov.uk

Tel: 0300 200 7861

passenger transport licensing division

The Passenger Transport Licensing Division is responsible for the licensing and regulation of the bus and taxi industry. Taxi and bus licensing enquiries should be submitted through the Taxi and Bus licensing online Messaging Facility using their own unique log-in ID.

Any licence holder who is unable to access the system can contact PTLD at:

Email: TaxiandBusLicensing@infrastructure-ni.gov.uk

OR

Tel: 028 902 54100

www.nidirect.gov.uk/motoring/driving-for-a-living

what to do if things go wrong

We are committed to providing a high standard of service to our customers. If you are not satisfied with our service, please contact the person you have been dealing with as they can deal with most complaints quickly and informally.

Formal Complaints:

If you are not satisfied with their response you can write to the Customer Services Manager at:

Email: DVA.CustomerServices@infrastructure-ni.gov.uk

For more details regarding the DVA Complaints and Compensation Policies please visit:

<https://www.nidirect.gov.uk/articles/complain-or-claim-compensation-dva>

We aim to reply to all formal complaints within 10 working days.



The Ombudsman is independent and can investigate complaints against Government departments and their Agencies. The Ombudsman will normally expect you to have used our complaints procedure before they will consider your complaint.

The Ombudsman's address is:

NIPSO

Progressive House,
33 Wellington Place,
Belfast,
BT1 6HN

Tel: **028 9023 3821**

Freephone: **0800 343 424**

Text Phone: **02890 897 789**

Email: nipso@nipso.org.uk

Website: www.nipso.org.uk

or

Northern Ireland Public Services Ombudsman

Freepost NIPSO

BEL 1478

BELFAST

BT1 6BR

Customers with Disabilities

We are committed to helping our customers who have disabilities. If you need help, get in touch using your usual method of communication (for example, face-to-face or by phone, fax, textphone, e-mail or letter).

Data Protection

General Data Protection Regulation (GDPR) and data protection laws control how your personal information is used by organisations, businesses or the government. Further information can be found by visiting the website at:

<https://www.nidirect.gov.uk/articles/privacy-notices-government-services>

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For more information:

www.nidirect.gov.uk/motoring

or use a Scanning Application on your mobile phone to read this QR Code which will bring you directly to the website.



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