



Vehicle & Operator Services Agency

From: **Information Access**

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Tel: * * * * *

Fax: * * * * *

BY EMAIL

Date: 13 June 2006

Our Ref: * * * * *

Dear * * * * *

I am writing in reply to your request under the Freedom of Information Act 2000 for details of the Enquiry Unit's performance.

In the year April 2005 – March 2006, the Enquiry Unit received a total of 10,548 emails requesting information, in addition to letters and telephone calls. 1,407 of these emails were received in March 2006, when your own email was sent.

The Enquiry Unit's target is to acknowledge 100% of emails within 5 working days. *
* * * * *

If you have any queries about this letter, or the information contained in it, please contact me, quoting reference * * * * *. Further information, including details of our complaints procedures, is set out in the appendix to this letter.

If you have any other queries, please contact the Enquiry Unit
email: enquiries@vosa.gov.uk
telephone: 0870 606 0440

Yours sincerely

* * * * *

Information Access

NEXT STEPS

If you have any queries about the information you have received, or the reasons why it has been withheld, please contact the case officer, who will be happy to assist you. His/her contact details are given at the head of this letter.

COMPLAINTS

Step 1 – Internal reviews

If you are unhappy with the way the case officer has handled your request, or are not satisfied with the decision to withhold information, you may ask for an internal review. To request an internal review, please write to:

* * * * *

or email * * * * *

giving the reasons for your dissatisfaction.

Step 2 - Appeals

If you do not agree with the outcome of the internal review, you may lodge an appeal with the Information Commissioner (www.informationcommissioner.gov.uk). The Information Commissioner is an independent official appointed by the Crown to oversee the Data Protection Act 1998, the Freedom of Information Act 2000 and the Environmental Information Regulations 2004.

The Information Commissioner can consider complaints about any aspect of the way in which requests for information have been handled. Please note: the Information Commissioner would be unlikely to consider your complaint if you have not first requested an internal review.

You can write to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF