

DVA apologies after failing to explain appeals process

A man complained after he was involved in a dispute with an MOT test examiner following his failed retest.

During the dispute, the examiner walked off without providing the man with details of the appeals process so that he could escalate his concerns and request a reinspection of his vehicle. The examiner also failed to offer his manager's involvement in this dispute.

Following receipt of this complaint, our Investigating Officer advised that it would be difficult to investigate the issue relating to the failed retest but would instead focus on the interaction of the examiner with the complainant.

Having spoken with the Driver & Vehicle Agency (DVA), they agreed to issue an apology to the complainant, offer the involvement of the Centre Manager, and provide a consolatory payment of £18.40 to reflect the poor customer service.

The complainant was happy with this outcome.