



**What we are doing so we can
answer more of your calls**

Since the start of the pandemic, the number of calls to our customer services centre has increased dramatically.

Between October and December 2021, we received 359,000 calls. That's 82% higher than the number of calls we received in the same period in 2019.

We have worked hard to try and meet this additional demand and have taken measures so that we can answer more of your calls such as recruiting more call agents but we are still not meeting the demand.

We understand this has caused disruption for you and your business and we want to do more to improve the service we offer to you and our other customers.

Why are call levels so high?

We are doing everything we can to reduce the high driving test waiting times caused by the pandemic as quickly and safely as possible.

We understand that learner drivers and instructors may be frustrated by long waiting times and many are keen to find an earlier test appointment.

There will also be learners who do not feel fully prepared for their test and need to delay it to a later date.

We've also seen an increase in theory test enquiries including questions relating to delays to some sites going live, the transfer of the enquiries from the old service to the new one and from candidates who have lost their theory test pass certificates or booking details.

The 5 top types of questions received

