Hackney Carriage & Private Hire Vehicle Licensing

Council Nominated Mechanical Testing Stations

Express of Walton
Unit 1, Annett Yard
Annett Road
Walton-on-Thames, Surrey
KT12 2JR
Tel: 01932 231704
Email: info@motwaltononthames.co.uk
Web: www.motwaltononthames.co.uk (online booking available)
Mon-Fri 08:00-17:30. Sat 08:30-15:00

JBC MOT’s
3B Cumberland Works,
Wintersells Road,
Byfleet, Surrey
KT14 7LF
Tel: 01932 342582
Web: www.jbcmots.co.uk
Mon-Fri 06:30-16:00. Saturday 06:00 to 13:00 (by arrangement)

Ashley MOT & Service Centre
Rear of 143 Hersham Road
Walton On Thames, Surrey
KT12 1RR
Tel: 01932 246190
Email: info@ashleymot.co.uk
Web: www.waltononthamesmot.co.uk (online booking available)
Mon-Fri 08:00-17:00. Sat 08:00-14:00
Complaints, Suggestions and Compliments regarding Council Nominated Testing Stations

Complaints about MOT inspections (not customer service)
If you are a licensed driver and you have a complaint regarding the MOT element of the Council Vehicle Inspection (i.e. you think that your vehicle should not have failed an MOT test or that a test has not been carried out correctly) you should complete a form ‘VT17’ or telephone 0300 123 9000 to make an appeal to the Vehicle & Operator Services Agency (VOSA) within 14 working days of the test. VT17 forms are available from [https://www.gov.uk/getting-an-mot/problems-with-your-test-result](https://www.gov.uk/getting-an-mot/problems-with-your-test-result)

If the vehicle has already been repaired since failure or alleged faulty items on the vehicle have been replaced in order for a pass certificate to be issued, you can still complain to VOSA by telephoning 0300 123 9000. Whilst a retest may not be possible at that point, VOSA can log the information you provide and should a number of complaints be received they may choose to launch their own investigation.

If you do make an appeal to VOSA about a Council Nominated Testing Station and your appeal is upheld, please notify the Licensing Team as soon as possible by telephoning 01372 474748. You should keep a copy of your appeal form and any paperwork issued to you by VOSA to provide to the Team. Alternatively, you can email the Licensing Team at envhealth@elmbridge.gov.uk attaching scanned copies of the relevant papers.

If a testing station has also carried out mechanical work on your vehicle and you do not consider parts to be fit for purpose or of satisfactory quality then you may wish to contact the Citizens Advice Consumer Service on 08454 04 05 06 who act on behalf of Surrey Trading Standards.

Complaints about Customer Service (not MOT’s)
If your complaint is regarding the customer service you receive at a Council nominated testing station then, in the first instance, you should seek to resolve this directly with the testing station. However, in the unlikely event that this is not possible or in the case of serious complaints, you can refer your complaint to the Licensing Team at envhealth@elmbridge.gov.uk for investigation. You will need to include the details of the nature of your complaint and the date of your test and what action has already been taken by the testing station to resolve the dispute.

Compliments or Suggestions
To leave a compliment about the testing stations or a suggestion to improve the inspection process, please email the Licensing Team at envhealth@elmbridge.gov.uk. Compliments will be fed back to the stations where appropriate and suggestions for improvement will be taken into account during any future review.