

Contact us

The Department is always pleased to receive comments about its work. We are happy to answer any queries and supply information about what we do.

The services we offer to everyone who contacts us are:

- The Department will always try to be helpful.
- We will make a note of all comments given to us about our policies, and will make sure they reach the policy officials and Ministers concerned.
- We will answer your general questions about our policies, and will, whenever possible, give general advice about how DfT policies and practices might affect you.

If you want to telephone us

If you want to telephone us, you can do so by contacting our Enquiry Helpdesk on, **020 7944 8300**. **All calls on mobile phones distract from driving. If you are driving, even if using a hands-free phone, please only call us when you are safely parked.**

The helpdesk is open **between 8.30am and 5.30pm Monday to Friday**. The staff can usually deal with simple and routine queries straight away. If not, they can almost always connect you to one of our many Enquiry Contacts in the relevant policy division, who should be able to deal with any issue you might raise.

If we cannot answer your question immediately, we may ask you to leave your contact details. One of our Enquiry Contacts will then phone you back as soon as they possibly can.

We deal with many thousands of phone calls every year and we aim to provide the same high quality and helpful service to everyone who calls. This inevitably means that we cannot devote our time to matters apart from DfT policies, or enter into lengthy debates about the

Government's policies, nor can we enter into repeated discussions of the same matters with the same caller.

Please also note that we are not able to provide members of the public with the contact details of members of our staff who are not enquiry contacts. Also, we cannot connect members of the public directly to any of our Minister's offices.

If you want to write to us

If you wish to write, please send your letter to:

Department for Transport
Great Minster House
76 Marsham Street
London
SW1P 4DR

Fax: 020 7944 9643

We aim to respond to all letters and faxes about DfT policies within 20 working days of receipt.

When we receive a large volume of standard correspondence on a subject over a short period, typically concerning a campaign on a particular issue, we may not acknowledge all of these or send individual responses. All such representations will, however, be taken into account when considering the issue concerned and we will ensure the Department's views and decisions about such matters are effectively disseminated.

If you want to email us

You can email directorates directly. Details of email contact lists are available from the links below:

[Access for Disabled People](#)

[Aviation](#)

[Economics and Appraisal](#)

[Freight Logistics](#)

[Railways](#)

[Regional and Local Transport](#)

[Roads and vehicles, Road Safety](#)

[Shipping and Ports](#)
[Sustainable Travel including Act On CO2](#)
[Transport Security](#)
[Transport Statistics](#)

General email enquiries

FAX9643@dft.gsi.gov.uk

We aim to reply to emails within 20 working days. Please do not send enquiries to the personal email accounts of members of staff - if they are away from the office for any length of time, you will not get the level of service we aim to provide.

How to access information

If you want to know how to access information, either under the Freedom of Information Act 2000, Environmental Information Regulations or the Data Protection Act, then you need to visit our Access to Information pages.

DFT publications

If you are looking for publications issued by the DfT please contact publications@communities.gsi.gov.uk

Complaints procedure

If you want to make a complaint about our administrative practices or service delivery, further information on how to do this can be found by looking at our [complaints procedure](#).

Commenting on the website

If you have any comments or queries specifically about this website, please email the DfT web team at webmasterdft@dft.gsi.gov.uk.

Contacting our agencies

The Department's agencies are responsible for their own policy and administration as well as the services they deliver.

They have their own dedicated enquiry units that can answer specific questions that the DfT Enquiry Helpdesk cannot. However, if you are unsure which agency to speak to, please contact our Enquiry Helpdesk on 020 7944 8300.

Links to the websites of the DfT's agencies are given below.

Driver and Vehicle Licensing Agency (DVLA)

<http://www.dvla.gov.uk>

Driving Standards Agency (DSA)

<http://www.dsa.gov.uk>

Government Car and Despatch Agency (GCDA)

<http://www.gcda.gov.uk>

Highways Agency (HA)

<http://www.highways.gov.uk>

Maritime and Coastguard Agency (MCA)

<http://www.mcga.gov.uk>

Vehicle and Operator Services Agency (VOSA)

<http://www.vosa.gov.uk>

Vehicle Certification Agency (VCA)

<http://www.vca.gov.uk>

Related internet links

- [Driver and Vehicle Licensing Agency \(DVLA\)](#)
- [Government Car and Despatch Agency \(GCDA\)](#)
- [Maritime and Coastguard Agency \(MCA\)](#)
- [Vehicle Operator Services Agency \(VOSA\)](#)
- [Highways Agency \(HA\)](#)
- [Driving Standards Agency \(DSA\)](#)
- [Vehicle Certification Agency \(VCA\)](#)