

Complaints Policy

1. Policy Statement

Girling Driver Training is committed to providing a professional, safe, and high-quality driving tuition service. We value feedback from our pupils and believe that complaints should be addressed fairly, promptly, and professionally.

This policy explains how complaints can be raised and how they will be handled.

2. Scope

This policy applies to all complaints relating to:

- Driving lessons and tuition services
- Customer service
- Booking and payment issues
- Instructor conduct
- Any other aspect of services provided by Girling Driver Training

3. How to Make a Complaint

Complaints should be submitted as soon as possible after the issue arises.

Complaints can be made by:

Email: keith.girling@outlook.com

Telephone: 07973305598

Post: 11 Vernon Avenue, Newark NG24 1PG

The complaint should include:

- The pupil's full name
- Contact details
- Date(s) of the incident
- A description of the issue
- Any supporting information or evidence

4. Complaint Handling Procedure

Stage 1 – Acknowledgement

We will acknowledge receipt of the complaint within five working days.

Stage 2 – Investigation

The complaint will be reviewed and investigated fairly and objectively. This may involve reviewing lesson records, correspondence, payment records, and discussing the matter with those involved.

Stage 3 – Response

A written response will normally be provided within fourteen working days of receiving the complaint.

Where additional time is required, the complainant will be informed of the reason and provided with an updated timescale.

5. Outcomes

Following investigation, we may:

- Provide an explanation or clarification
- Offer an apology where appropriate
- Take corrective action to prevent recurrence
- Offer a refund or goodwill gesture where considered appropriate
- Reject the complaint where evidence does not support the claim

Each complaint will be considered on its individual circumstances.

6. Escalation

If the complainant is dissatisfied with the outcome, they may request a further review by writing to Girling Driver Training within fourteen days of receiving the decision.

Where appropriate, complainants may also seek independent advice from Citizens Advice or raise concerns relating to Approved Driving Instructor conduct with the Driver and Vehicle Standards Agency (DVSA).

7. Confidentiality

All complaints will be handled confidentially and in accordance with applicable data protection legislation.

Information will only be shared where necessary to investigate and resolve the complaint or where required by law.

8. Record Keeping

Records of complaints, investigations, and outcomes will be retained securely for a period of up to three years for business and regulatory purposes.

9. Review

This policy will be reviewed periodically and updated where necessary to ensure it remains effective and compliant with current legislation and industry standards.

Policy Version: 1.0

Effective Date: 16th June 2026

Review Date: 16th June 2026