Complaints Procedure

A straightforward process for raising and resolving concerns

Document ref	**DWT-DOC-04**	**Version**	**1.0**
Prepared	28 October 2026	**Status**	**Approved / Current**

I want complaints handled promptly, fairly and with an accurate record of the concern and its resolution.

1. Raising a concern

You can raise a concern with me directly, including by WhatsApp, text or email. Many matters can be resolved by an early conversation.

2. Formal complaint

Please email tracy@drivewithtracy.org with your name, relevant dates, a description of what happened, any supporting information and the outcome you are seeking. If a concern was first raised verbally or by message, I may ask for written confirmation so I can keep an accurate record.

3. Acknowledgement

I will acknowledge a formal complaint within a reasonable time, review the issues and explain any further information I require. I will use the ABO complaints register to log the original concern and subsequent actions.

4. Review and response

I will review relevant tuition, payment or communication records, provide a reasoned response and explain any action or proposed resolution. If you remain unhappy, I will explain my final position and relevant next steps.

5. Confidential records

Complaint records include the date, concern, response, investigation or actions taken and outcome. Access is restricted and information is shared only as appropriate or required by law.

6. Serious matters and regulators

Nothing in this procedure prevents you from contacting DVSA, police or another appropriate authority. I will cooperate with regulatory investigations when required.