

# DRIVER TRAINING LIMITED COMPLAINTS PROCEDURE

At Driver Training Wales, we take all complaints seriously and aim to resolve any issues as quickly and efficiently as possible. We value feedback from our customers and see it as an opportunity to improve our services.

**If you have a complaint, please follow the steps below:**

## 1. **Contact Us**

In the first instance, please contact Driver Training Wales directly to raise your complaint. This can be done by email, phone or in writing. We will acknowledge your complaint within five working days and aim to resolve it within 10 working days.

Address: Jamesons Hall, Foundry Road, Morriston, Swansea, UK, SA6 8DU

Phone Number: 01792 77 47 37

E-mail: [drivertrainingwales@gmail.com](mailto:drivertrainingwales@gmail.com)

Web: <https://www.drivertrainingwales.co.uk>

## 2. **Escalate your complaint**

If you are not satisfied with the response from Driver Training Wales, please escalate your complaint to our management team. You can do this by contacting us in writing and addressing your correspondence to the attention of the management team. We will acknowledge your complaint within five working days and aim to resolve it within 10 working days.

## 3. **Escalate your complaint to the DVSA**

If you remain dissatisfied with the response from Driver Training Wales, you may escalate your complaint to the Driver and Vehicle Standards Agency (DVSA). The DVSA is the government agency responsible for setting and enforcing driving standards in the UK.

To escalate your complaint to the DVSA, you can do this by contacting them in writing, by email or by phone. You should provide full details of your complaint and include any relevant correspondence or evidence.

The contact details for the DVSA are:

Driver and Vehicle Standards Agency  
The Axis Building  
112 Upper Parliament Street  
Nottingham  
NG1 6LP

Email: [enquiries@dvsa.gov.uk](mailto:enquiries@dvsa.gov.uk)

Phone: 0300 123 9000

Please note that the DVSA will not investigate your complaint until you have followed the complaints procedure outlined above.

We hope that you will not need to escalate your complaint to the DVSA, but if you do, we will cooperate fully with any investigation and work to resolve the issue as quickly as possible.