

Sutton Coldfield Driving School

Driver & Instructor Training

www.suttoncoldfielddrivingschool

43 Three Shires Oak Rd, Smethwick, B67 5BS

0141 400 1199

Professional Code Of Conduct

Sutton Coldfield Driving School and all driving instructors working on behalf of Sutton Coldfield Driving School abide by a Professional Code of Conduct.

The Professional Code Of Conduct is to ensure that high standards are maintained, and to provide our clients with reassurance and protection.

The client will be provided with a copy of 'Sutton Coldfield Driving School's Terms and Conditions of Business', details of lesson and other fees, and contact details for both the driving instructor and Sutton Coldfield Driving School.

Neither the public in general, nor any client in particular will be misled in relation to:

The services provided by Sutton Coldfield Driving School

The qualifications of driving instructors

The costs in relation to the client's course of tuition

The time required to complete the client's course of tuition

The amount of tuition required to reach driving test standard in the case of provisional licence holders

The amount of tuition required to reach the required standard, relevant to the course of tuition being received

The driving instructor will at all times behave in a professional manner, treating clients with respect & consideration, improper language will be avoided, as will inappropriate physical contact with clients.

The driving instructor will maintain proper standards of dress and of personal hygiene.

The driving instructor will not give driving tuition whilst under the influence of alcohol or drugs

The driving instructor will endeavour to use all their skills to teach the client to drive safely and legally.

Information relating to the client's ability or progress will be treated as confidential, and will not be discussed with any other party, except for normal consultation within the driving school, or if the tuition is being paid for by a third party, then they shall have the right to this information with the client's knowledge.

All vehicles used for driving tuition will be legal and roadworthy, they will be taxed, properly insured for driving tuition, where appropriate MOT'd, and will be properly maintained.

Tuition vehicles are working vehicles but the driving instructor will also take reasonable care that they are kept clean and tidy.

Every effort will be made to ensure that no laws are contravened, either by the driving instructor, Sutton Coldfield Driving School or by the client.

This will include laws relating to driving licences, the giving of driving instruction, and all motoring laws.

Sutton Coldfield Driving School will only use driving instructors who are authorised to give driving instruction by the Driving Standards Agency

The driving instructor & Sutton Coldfield Driving School have the right to refuse the provision of professional services, however, this will never be done in contravention of any legislation concerning discrimination.

The driving instructor and Sutton Coldfield Driving School will keep records of and issue receipts if requested for any monies paid in advance for lessons, driving test fees or any other purpose

Complaints

If the client is not happy with any aspect of tuition, or of the standard of service offered, they should either raise the matter with their driving instructor, or if they prefer with James Quinn at Sutton Coldfield Driving School, with the minimum delay, and not later than seven days from the date of the cause of the complaint.

Every effort will be made by the driving instructor / driving school to resolve any complaint or issue.

If the client and Sutton Coldfield Driving School cannot reach a satisfactory agreement then the client can approach any of 'The Driving Instructors Association'; 'The Motor Schools Association'; 'The ADI Federation'; 'The Approved Driving Instructors National Joint Council'; or 'The Driving Standards Agency' for non binding arbitration.