

### **Complaints Management Procedure**

As an accredited driver trainer, I maintain and document all complaints as part of my formal management procedure. Learner drivers will be informed before, or at the commencement of, their first driving lesson that a complaints process is in place.

Information about the complaints management procedure will also be made available to parents, family members, or a guardian of the learner driver upon request.

### **Lodging a Complaint**

For a quick and effective resolution, all complaints regarding driving lessons or any issues that arise must be directed to me. I can be contacted via:

- **Mobile:** 0494 181 104
- **Email:** [pjgilbert@aapt.net.au](mailto:pjgilbert@aapt.net.au)

This ensures that any concerns are managed promptly, professionally, and with full transparency.