




## Policy – Complaints

It is only by understanding the ways in which we do not fulfil our customer's expectations of us, that we can improve the service we give. Therefore **dde** welcomes complaints.

1. In the first instance reference should be made to the Course Organiser, who has overall responsibility for quality, to investigate the complaint. If substantiated he/she will endeavour to rectify any mistake or omission. Where a training need is identified this will be acted upon as a matter of urgency.
2. Where complaints cannot be settled within **dde** the complainant will be referred on to the DVSA. They can be contacted on [ddr.complaints@dsa.gsi.gov.uk](mailto:ddr.complaints@dsa.gsi.gov.uk)
3. **dde** will not respond to anonymous or malicious complaints where insufficient information is given to follow an audit trail.
4. A log of complaints will be kept which will include: date and description of complaint, complainant details and subsequent actions taken. These will be reviewed at least annually to see if any trends, or action for improvement, can be identified.

Review Date – April (annually)

Signed ...  .....

ROGER SINGER (COURSE ORGANISER)

Dated ...30/04/14.....