

If you have a complaint regarding the service you received, we are happy to mediate and assist in resolving your complaint.

Firstly, we will ask you to make your complaint in writing by email to the main KISS Office.

Email to: Jennifer.ramsey@kissdrive.co.uk

1. Please state the nature of your complaint.
2. The name of the Instructor, where applicable.
3. Dates and times of lessons and dates and amounts of payments, where applicable.
4. How you wish to resolve your complaint.
5. If you are acting on behalf of the pupil, the name of the pupil and your relationship to the pupil.

We will investigate your complaint on your behalf and will follow this procedure.

1. We will seek permission from the pupil involved to investigate the complaint if you are acting on someone else's behalf.
2. We will ask the Instructor to present their own written statement of events which led to the complaint.
3. We will mediate to achieve a mutually agreeable resolution.

In the event that we are unable to reach a resolution then you can contact the DVSA who can provide information and assistance independently. Here is a link to DVSA : <https://www.gov.uk/complain-about-a-driving-instructor>

KISS acts as an agency for self-employed driving instructors. Fees for services provided by our driving instructors are paid direct to the Instructor and as such the contract made is between yourself and the driving instructor.

We are sorry you have found the need to make a complaint and will work to resolve the situation as speedily as possible.

Do not hesitate to contact us:

Kind regards,

Jennifer Ramsey

KISS DRIVING SCHOOL

REGISTERED OFFICE:

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RESTMOR WAY

WALLINGTON

SURREY

SM6 7AH

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