

DID YOUR DRIVING INSTRUCTOR PASS THE TEST?

Driving instructors are the key to ensuring new drivers are able to cope with the challenges presented on our roads. Therefore, it is important for you to provide feedback about your driving instructor.

All driving instructors must hold a valid driving instructor authority (Authority) issued by the Taxi Services Commission. In order to obtain an Authority, driving instructors must demonstrate that they are honest, knowledgeable and have the ability to teach young drivers to operate a motor car safely.

The Taxi Services Commission can review matters relating to the conduct of a driving instructor following complaints received from members of the public.

Complaints and feedback about your driving instructor's conduct should be directed to the Taxi Services Commission for review.

How to complain about driving instructor conduct

To provide feedback or make a complaint regarding the behaviour and conduct of your driving instructor please visit www.taxi.vic.gov.au or call **1800 638 802** (toll-free).

Feedback can be made in writing or verbally and the TSC will assist individuals with communication difficulties if necessary.

To assist with an investigation, we require:

- driving instructor authority number
- name of driving school
- date and time of incident
- details of the incident.

We take all complaints seriously and will review all complaints where sufficient information is provided.

To make a complaint about your driving instructor's service or contractual arrangements, including **dissatisfaction about the level of training you have received or a payment dispute** contact Consumer Affairs Victoria on **1300 55 81 81**.

Did you know?

Instructors must display a photo ID card in the vehicle, with their name, Authority number and the expiry date of the Authority.