



Registered address:

11A SM Tidy Ind Estate, Folders Lane East, Ditchling Common, BN6 8SG.

01444 246714 / enquiries@mtssussex.co.uk

### **COMPLAINTS PROCEDURE:**

At MTS we aim to provide a safe, fun and excellent service to everyone, training that you will enjoy, remember for the best reasons, and hopefully recommend to others. However, we are all human, and there may be occasions where things don't go to plan, and sometimes, as humans we don't always agree, so please remember we are always here to listen and take on board any feedback positive or negative as this is how we continue to improve.

So if you ever have an issue, grievance or complaint with any area of your training or our service, in the first instance and where appropriate, please refer to your instructor, alternatively, please either pop in and see us in the office or contact the office by phone or email to allow us the opportunity to resolve the issue with you. Contact details: 01444 246714 / enquiries@mtssussex.co.uk

Should your complaint remain unresolved, you have the right to forward it to: [cbt@dvsa.gov.uk](mailto:cbt@dvsa.gov.uk)

Any complaint will be dealt with to the best of our abilities, bearing in mind we are governed by the DVSA to comply to their guidelines and CBT syllabus and as such we do have a duty of care, thus any decision made for your safety and the safety of others cannot be changed, nor do we have the power to change DVSA decisions about test results.