



Complaints Procedure

LEARN WITH GARY | Automatic Driving Lessons, Aberdeen

Document ref	LWG-DOC-04	Version	1.0 CURRENT
Prepared	29 September 2026	Status	Approved / Current

Aim

I want concerns dealt with promptly, fairly and with a clear written record of what was raised and how it was resolved.

1. Raising a concern

You can initially raise a concern with me in person, by telephone, WhatsApp/text or email. Many straightforward issues can be resolved quickly by discussion.

2. Making a formal complaint

For a formal complaint, please email me at gary@learnwithgary.com. If you first raise a concern verbally or by message, I may ask you to confirm it by email so there is a clear written record.

Include your name, what happened, relevant dates/lessons and what outcome you are seeking.

3. Acknowledgement and review

I will acknowledge your complaint promptly and review the relevant information. This may include lesson, payment, progress or communication records where relevant.

If I need more information, I may ask you to provide it before I give a final response.

4. Outcome

I will explain the outcome and any action I propose. Where the complaint can be resolved, I will record the agreed resolution.

If you remain unhappy, I will provide a final response explaining my position and any relevant next step available to you.

5. Records

I keep a complaint record covering the issue raised, acknowledgement, actions/investigation, relevant communications, outcome/resolution and closure date.

Complaint information is handled confidentially and only shared where necessary or required.

6. Serious conduct or regulatory matters

Nothing in this procedure prevents you from contacting an appropriate authority where you believe that is necessary. I will cooperate with DVSA or another appropriate authority where required.