

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" issued by the Victorian Taxi Directorate. 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 Victorian Taxi Directorate can investigate matters relating to the conduct of a driving instructor following written complaints received from members of the public.

Complaints and feedback about your driving instructor's conduct should be directed to the Victorian Taxi Directorate for investigation.

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).

The Victorian Taxi Directorate requires all complaints to be in writing.

To assist with an investigation, we require:

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

We take all complaints seriously and will investigate 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.