

PROBLEMS WITH A DRIVING SCHOOL OR TRAFFIC VIOLATOR SCHOOL?



**How to file a Complaint with the
Department of Motor Vehicles**

HOW COMPLAINTS ARE HANDLED

The Occupational Licensing Services and Support Section is responsible for the processing of consumer complaints that are filed against schools licensed by the Department of Motor Vehicles (DMV).

Each written complaint is reviewed to determine if it falls within the jurisdiction of DMV. The complainant will receive confirmation that the complaint has been received. All jurisdictional complaints are reviewed to determine if there are any violations of the California Vehicle Code (CVC) or the California Code of Regulations (CCR). If violations are identified, DMV will take appropriate steps to ensure compliance. Complaints may also be referred to DMV's Investigations Division for further investigation and disciplinary action, when necessary. Such investigations may include interviewing the complainant, the school and any other parties who can furnish information and documents relating to the complaint.

You should know that even if DMV conducts an investigation this may only result in criminal or administrative action against the licensee, and may not result in any monetary judgment or award to you or other victims. Your only recourse to recover a financial loss or to seek another remedy, is to consider filing a civil claim against the licensee.

You can seek remedy through the courts, which may award money or order actions to settle your dispute. To do this, you can contact a private attorney or legal aid group. Legal aid agencies may give free legal advice or represent people who cannot afford private counsel. Legal aid groups are listed in the white pages of the local telephone directories.

Small claims actions are the means by which you may seek damages or reimbursement of any loss you may have suffered. Some courts provide advisors to explain procedures and prepare claims. You can find small claims courts in the county government pages of the local telephone directories.

If you feel your dealings with the school have resulted in monetary loss, the school is required to maintain a bond by a surety insurer. For information on how to file a claim against the bond contact DMV, Occupational Licensing at (916) 229-3126.

YOU SHOULD KNOW

It is illegal for a driving school to issue a completion certificate to a student who has not completed the full six hours of behind to wheel instruction.

“Behind the wheel instruction” is the time the student is actually behind the wheel and controlling the vehicle. This instruction must not be in excess of two hours per day.

It is illegal for a driving school instructor to issue a completion certificate to a person who has not completed the 1500 minutes of classroom instruction.

Traffic Violator School classroom education consists of 400 minutes or six hours and 40 minutes of actual in class instruction.

It is illegal for a TVS owner or instructor to issue a completion certificate to a person who has not attended the 400 minutes of instruction.

DMV CANNOT

Give legal advice or discuss a case prior to investigating a complaint.

Mediate complaints between a driving school and its consumers to settle monetary disputes.

Investigate complaints against private parties, unless the complaint is for action as an unlicensed driving school or traffic violator school.

FILING A COMPLAINT WITH DMV

It is preferred complaints be in writing. Use the attached form to file a complaint against a driving school or traffic violator school. Also include copies of any documentation (canceled checks, certificates, etc.) with your complaint. Do not send original documents.

If you have a complaint against a dealer, salesman, broker, dismantler, vehicle verifier or registration service please refer to the pamphlet “Problems With a Vehicle Purchase . . . Can DMV Help Me?” for information and complaint form.

Send all complaints to the address indicated on the complaint form.

DRIVING SCHOOL AND TRAFFIC VIOLATOR SCHOOL COMPLAINT

PLEASE READ THE ATTACHED BROCHURE BEFORE COMPLETING YOUR COMPLAINT

This form is to be used for complaints against Driving Schools or Traffic Violator Schools only. If you have a complaint against another type of Occupational Licensee please refer to the pamphlet "Problems With A Vehicle Purchase . . . Can DMV Help Me?". All complaints against other licensees are filed with the Investigations Division.

INSTRUCTIONS: Type or print in blue or black ink the following information.

SECTION A — COMPLAINANT (Person filing complaint)

NAME (FIRST, MIDDLE, LAST)

STREET OR P.O. BOX

CITY STATE ZIP CODE

DAY TELEPHONE NUMBER

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EVENING TELEPHONE NUMBER

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SECTION B — DRIVING SCHOOL OR TRAFFIC VIOLATOR SCHOOL COMPLAINT IS AGAINST

NAME OF SCHOOL

ADDRESS

TELEPHONE NUMBER

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CITY STATE ZIP CODE

SECTION C — TYPE OF MODALITY

Classroom – Complete Section D Internet – Complete Section D Home Study

May we show a copy of your complaint to the business? Yes No

SECTION D — CLASSROOM LOCATION OR WEB ADDRESS

ADDRESS CITY STATE ZIP CODE

WEB ADDRESS

SECTION E — DETAILS OF COMPLAINT

SECTION E — DETAILS OF COMPLAINT (continued) Attach additional sheet of paper if more space is needed.

The information contained in this form is true, correct, and complete to the best of my knowledge.

SIGNATURE

DATE

X

SECTION F — MAILING DIRECTIONS

If you are submitting any documents with your complaint, please send photocopies (e.g., cancelled checks, certificates, receipts, letters).

DO NOT SEND ORIGINAL DOCUMENTS

PHOTOCOPY THE COMPLETED COMPLAINT AND KEEP FOR YOUR RECORDS

Mail the complaint and copies of any supporting documents to:

Department of Motor Vehicles
Occupational Licensing
Services and Support Section
P. O. Box 932342, MS L224
Sacramento, CA 94232-3420

THANK YOU FOR ASSISTING US IN OUR EFFORT TO RESOLVE YOUR COMPLAINT