



## **Complaints Procedure against a Training Organisation**

The Road Safety Authority (RSA) will endeavour to deliver the highest quality of service to all its customers through the RSA approved Driver CPC Training Organisations.

If you feel that our standards have not been maintained or your expectations have not been met, please advise us. Your concerns can be made by speaking to a member of the CPC Unit. This approach can often get the matter clarified quickly.

Please be assured that any concerns you have will be dealt with promptly. We will acknowledge it within 3 days; keep you informed of progress and report back to you as soon as the investigation is completed. The RSA is customer focussed and will take on board all complaints and comments to assist in improving and maintaining Driver CPC training procedures.

In order to ensure fairness for all, complaints from a third party will not be accepted as we require direct contact from the complainant.

The following procedure will be followed where an official complaint has been received against an RSA Approved Driver CPC Training Organisation.

### **Complaints Procedure**

1. On receipt of a signed written complaint, containing the complainant's full name and address, it will be examined by the RSA. Verbal complaints will also be accepted however the complainants name and contact details must be provided. All complainants should be aware that if the RSA is to carry out an investigation their complaint will need to be forwarded to the Driver CPC training organisation.

2. If the complaint is considered to be of a general nature i.e. issues concerning the training venue, cost of training course etc the CPC Unit will review the issue and reply directly to the complainant.
3. If the complaint refers to a named Driver CPC Training Organisation and it is considered that the complaint warrants further investigation, a copy will be sent to the Driver CPC Training Centre Inspector for comments/observations.
4. The Driver CPC Inspector will conduct an investigation of the Driver CPC Training Organisations procedures. Advance notice of the investigation may or may not be given to the training provider. On completion of the investigation the CPC Inspector will submit in his/her report a full and comprehensive reply to all the issues outlined in the complaint to the RSA.
5. The RSA will review the terms and conditions of approval as a Driver CPC Training Organisation and shall:
  - (a) Reply to the complainant.
  - (b) Seek additional information/comment, if necessary, from the CPC Inspector.
  - (c) Refer the documents to the Road Safety Manager for comment before proceeding further,
  - (d) Carry out such further enquires as considered necessary.
  - (e) Where the RSA consider that further action is warranted the Driver CPC Training Organisation will be advised accordingly and the Driver CPC Training Organisation will be given an opportunity to make a submission to the Driver CPC Appeals Board.

7. A copy of all relevant documentation shall be retained on the training organisations file and also on the Driver CPC complaints file. A copy of the report will also be forwarded to the training organisation.

#### **Driver CPC Appeals Board**

8. If an appeal is submitted to the Driver CPC Appeals Board, they will invite all parties to an interview process at which the Driver CPC Training Organisation will be given the opportunity to state their case or that of the trainer operating on their behalf to the independent Appeals Board.
9. Additional information may be required by the Appeals Board and adequate time will be given to the Driver CPC Training Organisation in which to gather and submit this.

**Relevant legislation**

Section 14(5) of SI no 359 of 2008 makes provision for the Road Safety Authority to approve a training organisation for the purpose of Driver CPC training.

Subsequently, section 14(9) gives the Road Safety Authority the power to revoke or suspend such an approval where the organisation is deemed by the Authority to not be fulfilling the terms and conditions of approval.

**Withdrawal Complaint**

A person may withdraw his/her complaint at any stage by giving notice in writing to the RSA.