



COMPLAINT PROTOCOL

1. ***Report to Instructor:*** First, address your complaint directly with your driving instructor to seek an immediate resolution.
2. ***Escalate to Manager:*** If the issue remains unresolved, escalate the complaint to the school manager for further assistance. Please give 24-48 Hours.
3. ***Contact Provider:*** Should the manager be unable to resolve the issue, reach out to the driving school provider for further intervention. Make sure all payments are made to your account. This is where you are encouraged to include the specifics for ultimately obtaining a resolution. Abba Driving Academy is committed to your success.
4. ***Report to MVA Education Unit:*** FOR ANY unresolved complaint, you may report the issue to the Motor Vehicle Administration Education Unit at 410-424-3751.