



Feedback and Complaints Policy

Purpose and Scope

This policy provides guidance to the staff and management of Sammy's Driving School (SDS) to ensure complaints and feedback are handled positively, fairly, and effectively. The goal is to resolve all concerns promptly and to continuously improve service quality through open communication with students and the community.

Definitions

Complaint – An expression of dissatisfaction or concern about a service, instructor, or process.

Background

SDS acknowledges that everyone has the right to raise concerns and to have them addressed respectfully. Complaints and feedback help SDS identify areas for improvement and maintain a positive reputation. All complaints are to be managed transparently and with confidentiality.

Policy

- SDS welcomes all forms of feedback to improve services.
- Information on how to make a complaint is available on the SDS website.
- Participants have the right to raise a complaint without fear of retribution.
- Complaints will be dealt with fairly, promptly, and confidentially.
- SDS staff will encourage feedback through surveys and direct communication.
- All complaints will be recorded, reviewed, and actioned as appropriate.
- Parties involved will be informed of all relevant facts and given an opportunity to respond.
- SDS Management will respond in writing to all complaints within ten business days.
- Unresolved complaints may be referred to external authorities for mediation.

Child Safety and Wellbeing

SDS upholds a strong commitment to the safety and wellbeing of children and young people. Staff will listen and respond to concerns raised by children or their families. SDS will promote the human rights, safety, and wellbeing of all children and will comply with child safety legislation, including reporting suspected harm or abuse.

Complaint Options

Personal or Business Complaint:

- First, discuss the issue directly with the SDS Motor Driving Instructor (MDI) or the person involved.
- If unresolved, lodge a written complaint via the SDS website or by email at admin@sammysdrivingsa.com.au.
- If still unsatisfied, contact the Department for Infrastructure and Transport (DIT) for further advice:
Website: <https://mylicence.sa.gov.au/the-driving-companion/enquiries>

Training Complaint:

- Coordinator Auditing – Driver Training and Audit Section
Phone: (08) 8374 5100
GPO Box 1533, Adelaide SA 5001

Serious Complaints:

- South Australia Police (SAPOL)
- Department for Infrastructure and Transport (DIT)
- Consumer and Business Services (CBS) – Phone: 131 882, Monday to Friday, 9am–4:30pm

Feedback and Complaint Flow Chart

1. Feedback or complaint received in writing via SDS website or email.
2. SDS Management acknowledges receipt within two business days.
3. Management investigates by:
 - Speaking to all parties involved
 - Reviewing relevant facts and evidence
 - Documenting incidents and proposed solutions
4. Written response provided within ten business days.
5. If unresolved, complainant may contact an external authority for advice or resolution.

If you're not happy with our response and wish to lodge a complaint visit Department of Infrastructure and Transport (DIT) <https://mylicence.sa.gov.au/the-driving-companion/enquiries> for additional advice.

Training Complaint

In relation to training / assessment of tasks.

Coordinator Auditing phone: 83745100

Coordinator Auditing, Driver Training and Audit Section,

GPO Box 1533, ADELAIDE 5001

Serious Complaints Personal or Business

SAPOL (South Australian Police)

Coordinator Auditing phone: 83745100

Department of Infrastructure and Transport (DIT) address above.

[Consumer and Business Services](#) call 131 882 from 9am to 4.30pm Monday to Friday.

First Formulated	January 2022 V1
Next Review Date	Reviewed October 2025 due October 2030
Standards	Legal Services Commission Unions Australia Human Rights Commission Equal Opportunity Commission Children and Young People (Safety) Regulations 2017 (SA) National Principles for Child Safe Organisations Child safe environments Rights of every child Department Human Service DHS Critical Client Incidents Policy Coronal Overview of child protection legislation across state and territory jurisdictions Australian Institute of Family Studies Information Sharing Guidelines Unicef – know your rights and responsibilities Children’s rights and responsibilities flyer Department Human Services DHS Critical Incidents Gender diverse, intersex and sexually diverse children and young people
Legislation	Work Health and Safety Act Work Health and Safety Regulations 2012 Codes of Practice Safework SA Return to Work SA Sex and Age Discrimination Legislation Amendment Act 2011 Australian Human Rights Commission Act 1986 Children's Protection Act 1993 (SA) Family Law Act 1975 Equal Opportunity Act 1984 Children and Young People (Safety) Act 2017 Commonwealth Privacy Act 1988 State Records Act 1997 Guardianship and Administration Act 1993 Australian Human Rights Commission Act 1986 (Federal) Crimes Act 1914 (Federal) Fairwork Act 2009
SDS related policies	Child Safe, and Young Person Wellbeing Policy and Procedure Child Safe, and Young Person Wellbeing Risk Policy Statement of Commitment to the Safety and Wellbeing of Children Feedback and Complaints Policy