

## Filing Complaints Against a Driving School

Our goal at the Office of Motor Vehicles is to provide the student the opportunity to receive the best driver education experience through regulation of driver education providers. Since it is impossible for our staff to attend every class and to ride along in every car with the students, feedback from students and parents is an essential tool in accomplishing our goal.

If you or your teen did not receive the proper amount of training hours in the classroom or the vehicle we want to know. If the instructor was rude, showed inappropriate videos, or exhibited any behavior that made you or your teen uncomfortable, we want to know. If you are having problems with scheduling the training, we want to know.

Please take the time to complete the complaint form provided. The form can be e-mailed to us at [ladrivingschools@dps.la.gov](mailto:ladrivingschools@dps.la.gov) or can be mailed to:

Training and Certification Unit Office  
of Motor Vehicles  
PO Box 64886  
Baton Rouge, LA 70896

You may also call to discuss the problem encountered. You will be asked to document the complaint in writing. You may contact us at 225-925-1795.