

Bulletin

Date: August 16, 2023
Bulletin: All Driving School Owners and Operators
From: Business Licensing and Compliance Division
RE: Driver Education Program, 18 Week Compliance Status and School/Customer Complaint Report

The purpose of this bulletin is to provide a quarterly report on the status of compliance with the regulatory requirement to provide the driver education program within 18 weeks and to report on the recent, most common customer and school complaints.

18 Week Status

18 Week Report	
Category	# of Schools
Total # of Schools	146
Total Reporting	82
18 weeks or less	52
19 - 30 weeks	15
31 - 50 weeks	12
over 50 weeks	3
Highest # of weeks	111
Lowest # of weeks	1

Most Common School/Customer Complaints

- **School not meeting customer expectation and/or regulatory requirement for scheduling BTW timely**
 - These are most often customer service failures and not regulatory compliance issues. Those that are regulatory compliance issues are required to submit plans of correction. Failure to correct results in progressive administrative sanctions

- **School failing to provide required documentation to students withdrawing from the school's program**
 - School is contacted and reminded of regulatory requirement. If the school still does not comply, administrative sanctions are imposed. To date, schools have always complied on first contact from MVA.
- **School fails to provide refund, or appropriate refund consistent with their fee schedule in relation to their refund policy**
 - School is called in for conference, to include the submission of a plan of correction. Failure to comply with an approved plan of correction results in the imposition of administrative sanctions.

Note: Administrative sanctions may include any of the following, and/or any combination of the following:

- Conference
- Plan of correction
- Imposition of fines
- Suspension of license/certification
- Revocation of license/certification

In the past 90 days, the following sanctions have been imposed

- 4 conferences
- 4 plans of correction
- 3 incidents involving the imposition of fines
- 1 suspension pending

The Motor Vehicle Administration is committed to providing premier customer service and has the same expectation of the businesses it licenses. We are dedicated to assuring regulatory compliance to attain this goal. Please feel free to contact us with any questions or concerns you may have at:

Business Licensing and Compliance Division 410-787-2952.