



Learn Driving UK LTD Mission Statement

The purpose of Learn Driving UK is to provide high quality driver education in combination with unrivalled customer service. Key Objectives:

- We will distinguish ourselves from competitors by providing excellent and unrivalled customer services.
- Learn Driving UK is a family run driving school and we endeavour to answer your calls as soon as possible. Office hours are Monday, Wednesday & Thursday 9.30am to 5pm & Tuesdays 9.30am to 2pm. Your driving instructor can be contacted direct. Please enter their contact number into your phone.
- Instructors will endeavour to arrive at your appointed lesson time at least 90% of the time or offer an apology. This is not always possible due to traffic conditions and unforeseen situations.
- Instructors will offer an interactive recap of your previous lesson to set the base line for tuition.
- Instructors will agree firm aims and objectives for your current lesson with you so you are in no doubt as to the purpose of the lesson and what you are trying to achieve from the session.
- Instructors will teach in a non-confrontational manner at all times.
- Instructors will offer feedback and encouragement throughout your lessons linked to specific areas of development.
- Instructors will interactively summarise the lesson, so you are fully aware of your strengths and weaknesses and whether the objective was achieved.
- Instructors will endeavour to reply to text messages and calls from you as soon as possible and, at the very least, the same day.
- Instructors will keep the tuition vehicle in a clean and tidy condition that reflects the branding and professional image of the driving school.
- Instructors will ensure that their personal hygiene is of the highest standard.
- Instructors will ensure that you receive a copy of the pricing structure, clearly stating which option has been chosen by you.
- If you have a complaint for any reason please email Phil Hirst at: support@learndrivinguk.co.uk. He will aim to respond within 48 hours.