



ICBC Use
Ref# _____

PLEASE READ THE INFORMATION ON THE BACK OF THIS FORM FOR ASSISTANCE ON COMPLETING THIS FORM.

Submit a complaint on-line at <http://www.dtcbc.com/forms/complaint.htm>

Section 1 Contact Information

SURNAME		GIVEN NAMES	
STREET ADDRESS		CITY	POSTAL CODE
TELEPHONE - -	ALTERNATE TELEPHONE - -	EMAIL ADDRESS	

Section 2 Complaint Information (Complete either Section A or B)

Part A. Complete this section only if you are a student / parent / guardian submitting this complaint

Student Parent / Guardian Student's Driver's Licence #: _____ Student's Date of Birth: _____

School Information:	Course Information:
School Name: _____	Course enrolled in: _____
Name of Instructor(s): _____ _____	Tuition Paid: _____
	Course Start Date: _____
	Course End Date: _____

Part B. Complete this section only if you are a member of the driver training industry or an organization submitting this complaint.

Name of School / Facility or Organization: _____ DTC# (if applicable): _____

Section 3 Complaint Details

Please describe below the nature of your complaint. Include as much relevant detail as possible (i.e., dates, names of people you spoke to, your efforts to resolve the conflict, etc.).

Turn over to complete Section 3 and for form completion instructions...

What type of resolution / action do you wish to see as a result of this submission?

INSTRUCTIONS

Section 1 Contact Information

Provide us with your contact information so we are able to reach you if we require further information.

Section 2 Complaint Information

Use this section to indicate who you are.

- Complete **Part A** only if you are a student or parent / guardian (on behalf of a student) submitting a complaint or claim against a driver training school for training services received
 - Indicate whether you are a student or a parent / guardian of a student who has taken driver training
 - Provide the driver's licence number and date of birth of the student
 - Provide information about the school and driver training course taken – including the name(s) of the driver training school(s) and the instructor(s) who delivered the training, fees paid, and the course start and end dates of the course
- Complete **Part B** only if you are a member of the driver training industry or an organization submitting a complaint
 - Provide your DTC# if you are a member of the driver training industry

Section 3 Complaint Details

Use this section to provide details about your complaint which will assist us in understanding the nature of your concerns.

- If you are a student (or parent / guardian of a student) who has taken driver training and have a complaint about a driver training school or instructor, include as much relevant detail about your experience as possible (i.e., dates, names of people you spoke to, your efforts to resolve the conflict, etc.)
- If you are a member of the driver training industry or organization with a complaint / concern relating to another member of the industry, ICBC initiative etc. provide us with details

Please allow up to 10 business days for a reply to your submission

- A reply to your submission may occur earlier than 10 business days (i.e., within 2 – 5 days). This is dependent on the type of complaint and how your complaint is submitted
- Submitting your complaint on-line can reduce the waiting period for a reply. You can submit your complaint on-line at <http://www.dtcbc.com/forms/complaint.htm>