



Code of Conduct

CP Driving commits to:

1. Only offer driving instructors who are fully qualified to teach learner drivers under the Driving and Vehicle Standards Agency (DVSA) examination process, who are legally entitled to receive payments for professional driving training, and who have agreed to comply with the DSA's Code of Conduct.
2. Only offer driving instructors who have agreed to comply with the Highway Code, other relevant legislation and government guidelines on safe driving, including taking legal responsibility for the control of the tuition vehicle while giving tuition to a Provisional Driving Licence Holder.
3. Only offer driving instructors who have committed to maintain a professional, polite and respectful manner towards you and other road users. CP Driving Instructors have committed to:
 - Not use a mobile phone whilst giving tuition
 - Not make any physical contact with you except in exceptional circumstances (e.g. to maintain legal and safe control of the vehicle)
 - Not carry, or request permission to carry, any passengers in the vehicle during lessons, unless agreed by you with the sole reason of observing your training
 - Never drive or give driving tuition while under the influence of drugs or alcohol, including prescribed medication that prohibits driving
 - Always present themselves for tuition wearing clean and presentable clothing in keeping with CP Driving standards.
4. Allocate you a driving instructor who will conduct tuition at times and locations that are convenient for you and to arrange for the instructor to attempt to make contact with you to confirm arrangements for the first lesson before this takes place.
5. Protect your personal data held about you on our systems in accordance with the Data Protection Act and to not use this data, or supply it to other parties for marketing purposes, where you have elected not to receive any marketing communications.
6. Deal with complaints in a professional and fair manner.
7. Arrange for your training to be undertaken in a fully insured, modern, comfortable, reliable, well-maintained and roadworthy vehicle.
8. Endeavour to arrange for your driving lessons to commence and finish at agreed locations, which are mutually convenient.
9. Ask your instructor to arrive promptly at the agreed pick-up location for lessons and to notify you as soon as possible if he/she is likely to be late for any reason.
10. To arrange for your tuition to take place at times agreed between you and your instructor and for your instructor to give you 48 hours notice if lesson dates and times need to be changed (subject to reasonable occasional delays due to traffic congestion).
11. Deliver your training progress as a learner driver in accordance with DVSA syllabus.
12. Arrange for accurate records to be maintained of driving lessons undertaken, those booked for future dates and payments made for lessons.
13. Endeavour to provide a consistent level of service to all customers.
14. Provide to Theory Test Pro to help you prepare for your theory test.
15. On request, endeavour to arrange for you to undertake a mock test.
16. Provide you with access to a suitable vehicle for your practical test, unless your instructor is not satisfied that you have reached the required standard to take the test.
17. On request, arrange for you to be introduced to a driving instructor registered to undertake Pass Plus training, which teaches additional driving skills not covered by the practical driving test, and which provides additional experience.
18. Provide you, on request, with a copy of the Terms and Conditions of the contract between you and your instructor.

CP Driving expectations of you...

1. Obtain prior to your first lesson, a valid UK licence that allows you to undertake driving tuition. At the first lesson, present both parts of the licence (photocard and counterpart) to your instructor otherwise tuition will not take place.
2. To arrive promptly at the agreed pick-up location for lessons and notify your instructor as soon as possible if you are likely to be late for any reason.
3. Attend your first and all subsequent lessons with any necessary corrective lenses/glasses.
4. Adhere to driving instructions given by your instructor during practical training.
5. Be courteous and respectful to your instructor at all times.
6. Do not smoke while in the tuition car.
7. Switch off any mobile phone or other messaging device while driving.
8. Ensure you are fit to drive and not under the influence of drugs or alcohol including prescribed medication which prohibits driving.
9. Ensure payments for lessons are made before the commencement of each lesson.
10. Provide your instructor with at least 48 hours notice of any lessons that you would like to cancel or rearrange. **Please note, the instructor is entitled to charge you for lessons cancelled with less than 48 hours notice.**
11. Provide your instructor with as much notice as possible of the dates and times of any practical tests that you plan to take where you would like to use the tuition vehicle to take the test.
12. Keep your instructor updated with any changes to your personal details, such as change of address and contact telephone number(s).
13. Tell us promptly if something is not to your satisfaction in order that we can try to minimise any problems with your training.