



Code of Conduct

Mature Drivers Confidence Builder Course Terms and Conditions

BLT Driver Training endeavours to conduct all courses professionally and with integrity.

Our Trainers are qualified to high industry and professional standards.

We strive to be fair, objective and highly professional. We will not allow any influence on its decisions, actions or recommendations arising from matters of gender, race/ethnicity, creed/religion, age, disability or through financial inducement.

Candidates

We will not tolerate any discriminatory or abusive behaviour, threats, intimidation or violent reaction towards its Trainer or Staff. Any such action(s) will result in immediate termination of the course, and the incident will be reported, if necessary, to the Police. Furthermore, we will not accept any bookings, at the time or in the future, from a candidate committing said misconduct.

Complaints

Any complaint relating to the course must be received in writing within 10 working days and emailed to info@bltdrivertraining.co.uk. Please provide as much detail as possible to allow us to investigate fully. BLT Driver Training will under no circumstances accept, comment on, or review audio or video footage provided by a Candidate or third party to facilitate a challenge to the conduct of a course or its outcome. Any complaint received outside of this time limit will not be investigated.