

One of the first question people ask when they phone is "how much is your course" It's a good question, but not the most important.

We teach a very significant need and although price is a very essential aspect, there are other questions that should be asked of the school. Answers to all your relevant enquiries, especially when it comes to something as important as driver training are critical. Below, in our value-added section, what our school offers may give you an idea of just some of the questions to ask.

Schools set their prices to match their costs and in the last few years the price of gasoline, insurance and car repairs have risen; add H.S.T. to those increases and anybody in the driving industry will tell you their expenses have increased.

Cheap schools do a great disservice to their profession and undervalue the men and women who work as driver educators.

Full-time driver education instructors are highly committed professionals who put their life on the line every day teaching novice drivers, as well as pay for all their running costs the job entails. They deserve a decent wage and good work conditions and should be paid and treated accordingly.

Schools who undercut other schools do it for one reason only, to get business as they don't have the quality to get it any other way and are willing to undercut, bargain or offer door prizes to stay in business. This is a good thing you may say, but remember the adage: 'you get what you pay for.' So, make sound enquiries in what you are getting and ask friends etc. of their experience with the different schools.

Every week our office fields complaints unfortunately about other driving schools due to one problem or another and we usually refer them to the Ministry of Transportation (see complaints number below).

No business can operate without a few challenges and we are no exception, so here is what you do.

Try and contact the school or operator in question and discuss your problem as you owe it to the business to resolve any matters that concern you.

Good service is important to both the customer and the business; and here at Progressive Driving School you can talk directly with our office or owner if you need a situation resolved.

If you really can't get answers from the problem school or are unhappy with the service you are getting (or had) and after all other matters are exhausted you can phone or write to the M.T.O and voice your concerns. (see box below)

Ministry of Transportation
Driver Programs Office,
Beginner Driver Education Program Development & Evaluation Branch
1201 Wilson Avenue,
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Downsview, Ontario.
M3M 1J8
Tel: 1-416-235-4804 / Fax: 1-416-235-4646
Email: Michelina.martin@ontario.ca

PROGRESSIVE DRIVING SCHOOL Inc.

A Value Added locally owned Driver Education Center (not a franchise) and has been operating since 1986 and is an Approved B.D.E. Ministry of Transportation course.

Value Added Instructors

*Experienced Full Time Professional Instructors and are committed and dedicated to teaching their clients, we do not employ part-time instructors.

Value Added Service

*We are the only school to offer: Full time office facilities to serve your requirements.

*Have flexible classroom times each month, and the in-car driving can be organised around your availability.

*We offer ongoing advice on all your driving needs, booking road test appointments etc.

*A Payment Plan to suit your budget, where you can pay for your lessons as you take them.

*Debit and Credit Card payments which are not only convenient but could also help secure your air miles if your card allows.

*We give you spacious comfortable classroom facilities, where learning is never boring, with the latest advanced techniques in driver training.

*Learning to drive can be a very stressful ordeal for a student; we understand this and ensure only one student is in the car with the instructor while being taught, not two or three to a car like other schools.

*Value Added in-vehicle training where the student is number one.

“Our reputation is our recommendation”

Should you have any further questions regarding the BDE Program, please contact the Ministry of Transportation BDE Contact Line at (416) 235-5540 or via email at Driver.Education@ontario.ca.

As a BDE student, you have entered a consumer/contractual relationship with your BDE course provider/driving school. Should you have a complaint about this school not fulfilling its contractual obligation, please contact the Consumer Protection Branch, Ministry of Government and Consumer Services at 1- 416-326-8800