



CP Driving Customer Charter

- **Colin will always adhere to the CP Driving Code of Conduct.**
- **He will always treat you with respect and courtesy.**
- **He will always endeavour to be on time for all pick-up's and, if due to unforeseen circumstances, will make up any time lost at the end of the current lesson or on a future one.**
- **He will provide honest and frank assessments of your current driving ability.**
- **He will always be friendly and approachable and be open to your input into the lesson.**
- **He will be flexible in providing lessons that suit you.**
- **He will always remember that you are the customer and you are paying for his knowledge and expertise.**
- **He will provide all customers with a Customer Satisfaction survey at the end of their training to assess his abilities. This information can be found on his website, www.colinwpritchard.co.uk.**

