

## What to Do If Your Driving School Closes

It does not happen often, but when a Driving School closes, the Department of Public Safety (DPS) gives priority to resolving this situation. The staff at DPS understands that that parents and teenagers are inconvenienced by the unexpected closing of their driving school and will be diligent in providing assistance so that the driver training requirements can be fulfilled with minimal interruption. Driving schools are private companies and are not under the daily control of DPS.

**Step 1 – DPS Will Acquire Student Records:** Your patience will be helpful. The DPS will make arrangements to obtain the student records from the driving school. In some cases this can be done in a matter of a few days, in other cases, it may take several weeks or more if alternative arrangements are needed to access the building.

**Step 2 – DPS Will Review and Copy Student Records:** Upon receipt of the records from the driving school, the DPS will review the training records for each student. This will take approximately two weeks, depending on the volume of records.

**Step 3 – Letter to Parents from DPS with Instructions:** Once the review is completed, a photocopy of the training records will be provided to each parent with a letter explaining the process for completing the training with another school. Your continued patience during this review process will be appreciated

With the letter you will receive copies of all training records, receipts, or related documents in the student file for your review and use. Please keep a copy of all documents sent to you until your teenager is properly licensed. Ohio Revised Code requires completion (and documentation) of 24 hours of classroom instruction and 8 hours of Behind-the-Wheel instruction.

Read the entire letter carefully. It will include a list of licensed driving schools in the county. You may chose to complete the training with any licensed driving school in Ohio. Be sure to get all fees, timelines, and other concerns you may have in writing with this school before signing the agreement and paying additional fees.

Finally, the letter will include instructions so that you can file a claim against the performance bond held by the driving school for this situation. With proof of payment, you should be able to receive some or all of your fees back through the bond company. The amount the bond company will reimburse is usually based on proof of payment and pro-rated based on training completed and documented. It is important to note that most bond companies wait until they believe that all claims have been received before paying any of the claims. The sooner you submit your claim, the sooner all parties will receive their reimbursements.

**Step 4 – File a Claim with the Bond Company:** DPS will provide contact information and basic claim information in the letter. You must communicate with the bond company regarding your tuition payment and for questions and clarifications. DPS staff are not able to do anything more with the bond company other than provide the contact information.

**Step 5 – Sign a Training Agreement with a Driving School:** Consider contacting several schools for fees, schedule availability, and instructional quality. The Ohio

Administrative Code requires each driving school to provide a written training agreement with parent and student signatures and dates. Read the document carefully prior to signing.

**Step 6 – Teenager Completes Training and Receives Certificate:** After the training is completed, the school personnel will perform a final review of the student training records, and issue the certificate of completion. This review may take several business days.