



ADULT REMEDIAL & ABBREVIATED TRAINING AGREEMENT

Students Name:			
Address:			
City:	State:	Zip:	
Phone:		Date of Birth:	
Cert #		DPS Approval Number	

These courses meet all Ohio requirements including ORC 4510.037

Heights Driving School agrees to provide		
<input type="checkbox"/> (8 hrs) Adult Remedial Instruction	<input type="checkbox"/> (4 hrs) Abreviated Adult Class	<input type="checkbox"/> (8 hrs) Abreviated Adult Class / Driving
<i>This course must be completed within 3 months of _____</i>		
Certificate Delivery Method		Total Cost \$
<input type="checkbox"/> In Person Pickup	<input type="checkbox"/> Mail	

PRIVACY POLICY:

HEIGHTS DRIVING SCHOOL WILL NOT SHARE ANY PERSONAL OR FINANCIAL INFORMATION REGARDING ANY PERSON PARTICIPATING IN THIS COURSE UNLESS SUCH INFORMATION IS REQUIRED BY A GOVERNMENTAL AGENCY TO COMPLETE THE REQUIREMENTS OF THIS COURSE.

FINAL EXAMINATION:

A STUDENT MUST CORRECTLY ANSWER SEVENTY-FIVE PERCENT (75%) OF THE FINAL EXAMINATION QUESTIONS. IF A STUDENT DOES NOT CORRECTLY ANSWER SEVENTY-FIVE PERCENT OF THE FINAL EXAMINATION QUESTIONS, THE STUDENT SHALL HAVE THE OPPORTUNITY TO RETAKE THE FINAL EXAMINATION UP TO TWO ADDITIONAL TIMES. IF THE STUDENT FAILS TO SCORE AT LEAST SEVENTY-FIVE PERCENT AFTER TAKING THE EXAMINATION THE THIRD TIME, THE STUDENT SHALL BE REQUIRED TO RETAKE THE COURSE.

INAPPROPRIATE BEHAVIOR AND PARTICIPATION:

A STUDENT IS DEEMED TO BE USING INAPPROPRIATE BEHAVIOR OR NOT PARTICIPATING IN THE COURSE, HE/SHE WILL BE DISMISSED. THE COURSE FEE WILL NOT BE REFUNDED AND THE STUDENT WILL NOT BE READMITTED TO A COURSE IN THIS SCHOOL.

PAYMENT AND REFUNDS

ALL FEES ARE DUE TO BE PAID ON THE FIRST DAY OF INSTRUCTION. NO REFUNDS WILL BE GIVEN AFTER THE STUDENT HAS PAID.

CERTIFICATE OF COMPLETION:

A CERTIFICATE OF COMPLETION WILL BE ISSUED TO ALL STUDENTS WHO SUCCESSFULLY COMPLETE ALL COURSE REQUIREMENTS. THE REQUIREMENTS ARE ACTIVELY PARTICIPATING IN AND ATTENDING ALL SCHEDULED HOURS OF INSTRUCTION. AND ATTAIN A SCORE OF EQUAL TO OR GREATER THAN 75% ON THE FINAL EXAMINATION. REPLACEMENT CERTIFICATE FEE IS \$15.00

GRIEVANCE PROCEDURE:

IN THE EVENT A STUDENT HAS A COMPLAINT REGARDING SERVICES RENDERED BY THE SCHOOL (INCLUDING TERMINATION OF INSTRUCTION AND COURSE FAILURE), THE ISSUES SHALL BE PRESENTED IN WRITING TO THE SCHOOL'S OWNER OR MANAGER. SUCH ISSUES WILL BE ADDRESSED WITHIN FIVE (5) BUSINESS DAYS (WHEN POSSIBLE) AFTER THE SCHOOL HAS RECEIVED NOTICE OF THE ISSUE FROM THE DATE OF RECEIPT OF THE COMPLAINT. IN THE EVENT THAT BOTH PARTIES ARE UNABLE TO REACH A SATISFACTORY RESOLUTION OF THE MATTER BEFORE THE OHIO BUREAU OF MOTOR VEHICLE ARBITRATION BOARD, 2411 WILSON MILLS ROAD, SUITE 100, CLEVELAND, OHIO 44143, CAN BE CONTACTED. THIS DOES NOT INCLUDE FAILURE OF THE NECESSARY EXAMINATIONS FOR THE COURSE OR ERRORS, BUT RATHER ISSUES ARISING FROM THE EXECUTION OR IMPLEMENTATION OF THE COURSE POLICY OR PRACTICE. THIS PROCESS, INCLUDING THE OHIO BUREAU OF MOTOR VEHICLES, ASSISTS IN RESOLVING ISSUES RESULTING FROM THESE ERRORS. SUCH AS CORRECTING DOCUMENTS NEEDED BY THE BUREAU OF MOTOR VEHICLES UPON NOTICE TO IT OF THE ERROR BY STUDENT.

I HAVE READ, UNDERSTAND AND RECEIVED A COPY OF THIS AGREEMENT.

Heights Official	Date
Student	Date