1. Each student has the right to a certified competent instructor, knowledgeable about the curriculum and traffic safety issues.

2. Each student has the right to be taught the entire 30 clock hours of classroom instruction in an informative, interesting, and challenging manner.

3. Each student has the right to experience the full 6 clock hours of driving instruction as required in the curriculum.

4. Each student has the right to be treated in a courteous, civil, and respectful manner.

5. Each student has the right to attend class in a clean, secure, fully equipped classroom that meets the local fire and building codes, and the BMV requirements.

6. Each student has the right to perform their driving in a vehicle that is clean, safe, and fully functional under Indiana law and BMV requirements.

7. Each student and parent has the right to see the school and instructor license and certification.

8. Each parent has the right to observe any class session, including in-car, in which his or her child is included. (Subject to practical limits in classroom or vehicle space, the parent must not intervene nor interfere while the class or driving session is in progress.)

9. The parent and student have the right to have the driver education program, including both the 30 clock hours of classroom and 6 clock hours of behind the wheel instruction, completed in no less than 16 calendar days and no more than 120 days of the first day the course commences. (This can only be waived upon written agreement of the student or the parent of a minor student.)

10. The parent and student have the right to place a complaint with the BMV regarding problems associated with a driving school or instructor. An email, detailing the issue, may be sent to DriverEducation@bmv.in.gov. Complaints may also be mailed to:

Indiana Bureau of Motor Vehicles
Credential Programs, Room N481
100 N. Senate Avenue
Indianapolis, Indiana 46204

The driving school is required to provide this document to each student/parent.