



How To File A Complaint

Please follow one of the several convenient ways to contact the Division of Motor Vehicles Defensive Driving Program Investigators for assistance.

- Call (302) 857-5727.
- Send an email to: DMV-DefensiveDriving@state.de.us
- Download a [complaint form](#) and
 - a. Fax complaint form to (302) 736-7993
 - b. Email complaint form to: DMV-DefensiveDriving@state.de.us
 - c. Mail complaint form to:

Division of Motor Vehicles
Attn: Kenneth Shock
PO Box 698
Dover, DE 19903

Any request for assistance should contain:

- ➔ Your name, complete address, daytime phone number, and email address.
- ➔ Full name of the Defensive Driving Course Provider, date of infraction, and the name of the person you spoke to (if appropriate).
- ➔ A short factual description of the complaint, .
- ➔ Copies of any documents (you should keep your originals) related to your complaint, such as letters, correspondence, screen shots, etc. If you are unable to make copies of your documents and must send your originals, it is suggested that you send them certified mail. All original documents will be returned to you as soon as possible.

The more complete the information is that you send, the quicker the Defensive Driving Program Investigators can identify the issue and begin working toward a resolution. Your request will be handled as quickly as possible. A Defensive Driving Program Investigator will contact you once your inquiry is received, usually within 24 hours. The time it takes to investigate and resolve a complaint can vary greatly, depending on the complexity or severity of the matter.