



How To File A Complaint

There are several convenient ways for you to contact our Defensive Driving division for assistance.

- Call **(302) 674-7345**.
- Email us at DOI_Defensive_Driving@state.de.us

Download a complaint form [here](#), and send it in by fax to (302) 739-5566 or by mail to **Defensive Driving/Legal Department, Department of Insurance, 841 Silver Lake Blvd., Dover, DE 19904**. You may also email the completed form to the address listed above.

Any request for assistance should contain:

- Your name, complete address, daytime phone number, and email.
- Full name of the Defensive Driving Course Provider, date of infraction, and the name of the person you spoke to if appropriate.
- A short description of the problem/facts of the complaint.
- Copies of any documents (you should keep your originals) related to your problem, such as letters or correspondence, screen shots, etc. If you cannot get copies of documents made and you must send us the original documents, 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 sent us, the quicker we can identify the issues and begin our review. Your request will be handled as quickly as possible. One of our highly trained Defensive Driving Course Investigators will contact you shortly after 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 of the matter.