

Motor Sports Association Complaints Policy

If you have a specific grievance against the Motor Sports Association (MSA) or a member of its staff, this policy will assist you in the process of making a formal complaint.

This Policy relates primarily to the administrative procedures of the Motor Sports Association, or to the conduct of an MSA employee or representative. The Policy does not apply to any matter arising under, or related to, any aspect of the MSA judicial procedure (part C of the Blue Book) or to any proceedings or function of the MSA National Court.

The Motor Sports Association is committed to providing a high quality service to its members, customers, stakeholders, suppliers, the general public and to everyone with whom it has an association and is always looking to improve its service.

The MSA aims to ensure that:

- making a complaint is a straight-forward process;
- complaints are dealt with consistently, fairly and sensitively and wherever possible resolved to the complainant's satisfaction;
- the MSA will respond with an explanation and, where appropriate, an apology, as well as information on any subsequent action that has been taken;
- the company learns from complaints and uses them to improve its service;
- the complaints policy and procedures are regularly reviewed.

The MSA recognises that some concerns may be raised informally. In this circumstance, the MSA will aim to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the subject of the complaint where appropriate;

Wherever possible, the MSA shall seek in the first instance to adopt this informal approach. However, where the concerns cannot be resolved satisfactorily then the formal complaints procedure should be followed.

If you wish to make a complaint, you should:

- bring your complaint to the attention of the MSA in writing;
- clearly explain the nature of the complaint in as much detail as possible;
- allow the MSA the periods of time specified below to deal with the matter in hand.

The MSA undertakes to:

- acknowledge your formal complaint in writing;
- deal reasonably and sensitively with you;
- take appropriate action where necessary;
- Revert to you within the timescales specified below.

Confidentiality

Every attempt will be made to ensure complaints are dealt with confidentially and in accordance with the requirements of Data Protection Act 1998. However, the nature of some complaints may preclude this, in which case the situation will be fully explained to the complainant.

Monitoring and Reporting

The MSA logs all complaints in order to monitor the nature of issues reported, the length of time taken to address them and the solutions proposed in order to improve the company's service delivery.

Data Protection

The MSA handles all information in line with Data Protection Legislation. Under the Data Protection Act 1998 individuals have a right to obtain a copy of their personal data. However, there are exceptions to this right. The MSA will normally destroy its complaints file in a secure manner 6 years after the complaint file is closed.

Anonymous Complaints

If the Motor Sports Association receives an anonymous complaint the details of the complaint will be noted, but it is unlikely that any further response can be made.

Procedures

Stage 1

If you are unable to resolve the issue informally, you should instigate the formal procedure by sending a letter to the MSA Complaints Officer setting out in writing the details of the complaint. The letter should be sent to the Motor Sports Association, Motor Sports House, Riverside Park, Colnbrook, Berkshire, SL3 0HG or alternatively by email to complaints@msauk.org.

An acknowledgement will be sent within 5 working days of receipt of your complaint. We will try to get your complaint resolved at this stage quickly and satisfactorily and a response to you within 15 working days.

Stage 2

If you are dissatisfied with the response to the complaint you can write to the General Secretary and ask for your complaint and the response to be reviewed. You can expect an acknowledgement within 5 working days and a response within 20 working days. In some circumstances issues may be more complex and may therefore require a longer period of investigation. If a matter requires a more detailed investigation, you will receive regular progress reports advising how the matter is being dealt with and when a full reply can be expected.

Final Stage/Stage 3

If you are still not satisfied with the response received from the General Secretary then you have the option of writing to the Chief Executive stating the reasons why you are dissatisfied with the outcome. Normally you must do this within 10 days of receiving the written response from the General Secretary. If you require longer than 10 days you must tell us why you need more time and your complaint may still be reconsidered.

The Chief Executive will normally respond within 10 working days to inform you of the action which will be taken to investigate your complaint and when you can expect to hear the outcome of the investigation.

The Chief Executive's decision on matters relating to your complaint will be final and no further correspondence shall be entered into.