



Complaints Procedure

This Policy relates primarily to the administrative procedures of Motorsport UK, or to the conduct of a Motorsport UK employee, representative or authorised event. The Policy does not apply to any matter arising under, or related to, any aspect of the Motorsport UK judicial procedure (part C of the Blue Book) or to any proceedings or function of the Motorsport UK National Court.

Version: May 2020

Contents

Section one: general information

About this procedure	Page 3
Guiding principles	Page 3
Complaints we can help with	Page 3
Complaints we can't help with	Page 3-4
Additional sources of help and advice	Page 5-6

Section two: the complaints procedure

General information	Page 7
Complaints about our actions and decisions	Page 8-9
Complaints about associated clubs, licence holders	Page 9
Complaints about Motorsport UK races and events	Page 10
What we expect from you	Page 11

Section three: appendices

The complaints and appeals process – summary	Page 13
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Section one: Overview

About this procedure

If you are dissatisfied with a service that Motorsport UK has provided or feel we have treated you unfairly you may wish to make a complaint.

This document sets out our Complaints Policy, explains how to make a complaint and tells you what you can expect from us if you do. A separate procedure sets out how to appeal against our decision.

Guiding principles

1. We are committed to resolving complaints effectively and without undue delay. Wherever possible we will try to resolve complaints informally but if we can't we will provide a clear escalation route that is fair and impartial.
2. If we have got something wrong we will apologise and take prompt action to put the matter right. If we can resolve your complaint by clarifying our position or explaining our decision-making process we will do so.
3. We will be open and honest and ensure that you are not disadvantaged in your future dealings with us as a result of your complaint.
4. We will respect your privacy and ensure that your complaint is treated confidentially.

Complaints we can help with;

You can ask us to consider a complaint:

- If you feel we have provided poor customer service, or treated you unfairly
- If you feel we have failed to properly follow one of our procedures or policies
- If you feel we have not reached a decision properly
- If you feel a licence holder or club association has mistreated you
- If you feel you have been mistreated at one of our authorised races or events.

Complaints we can't help with;

Generally we will not be able to consider your complaint:

- If you wish to make it anonymously, however, all complaints received that are of a safeguarding nature will be passed to the Head of Safeguarding and relevant procedures followed.
- If you wish to disagree with one of our published policies, or

- If you wish to disagree with a decision that was reached properly and in accordance with our policies and procedures.

Summary of this Section

Motorsport UK 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.

Motorsport UK 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;
- Motorsport UK 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.

Other sources of information and help

Where we are unable to assist with a complaint, or while we are looking into your complaint, we suggest the following as sources of further information and help:

Citizen's Advice

If you need help making a complaint or raising a concern, the Citizen's Advice is available to provide free, independent and confidential advice.

The Citizen's Advice may also be able to help with membership issues as well as contractual disputes with regional clubs.

Contact details for your local Citizen's Advice can be found on their website:
www.citizensadvice.org.uk

Advisory, Conciliation and Arbitration Service (ACAS)

You may wish to contact ACAS for help and advice on resolving a workplace dispute with a sports organisation.

Phone: 0300 123 1100
Web: www.acas.org.uk

Sport Resolutions

Sport Resolutions is the independent dispute resolution service for sport in the United Kingdom and can be contacted at:

1 Salisbury Square, London,
EC4Y 8AE

Phone: 020 7036 1966
Web: www.sportresolutions.co.uk

Department for Culture, Media and Sport (DCMS)

Comments about government policy on sport can be sent to DCMS at the following address:

100 Parliament Square
London
SW1A 2BQ

Web: www.culture.gov.uk

If you are worried that a vulnerable adult is in immediate danger you should contact the Police or local Social Services.

If you are concerned about the welfare of a child or young person or adult, please visit the Motorsport UK website for full details of how we can help. Alternatively, you can email safeguarding@motorsportuk.org

If you are worried that you or someone else is in danger or at immediate risk of harm, please contact the Police by calling 999

Section two: Complaints

General information

- Complaints can be made in writing or, depending on the nature of your complaint, verbally.
- We ask you to set out the reasons for your dissatisfaction clearly, provide copies of any background information you consider relevant and outline any action you think we could take to resolve the matter
- Complaints should be made within 45 days of the incident giving rise to your concern. We may, at our discretion consider complaints raised after 45 days if there has been an understandable reason for the delay
- If you make a complaint we will ask you to provide your name and contact details; we will only use this information for the purposes of handling your complaint and will not disclose it to anyone else
- We may need to contact other parties (without disclosing your identity) in order to properly investigate your complaint. If you do not wish us to do so you must tell us, although we reserve the right to refer serious matters to relevant enforcement authorities at any time
- We will acknowledge your complaint within five working days and provide you with contact details for the member of staff looking into the matter
- We will aim to provide a response as quickly as possible within 10 working days but if we need longer to consider your complaint we will explain why and tell you when you can expect to receive a response

If, at any stage, you are unclear about how to make a complaint and feel you need further guidance, please contact the Motorsport UK Complaints Officer setting out in writing the details of your concerns

All correspondence should be sent to Motorsport UK, Motorsport UK House, Riverside Park, Colnbrook, Berkshire, SL3 0HG or alternatively by email to complaints@motorsportuk.org

An acknowledgement will be sent within five 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 10 working days

Complaints about our actions

If, having read the sections above regarding our complaints policy, you decide to wish to raise a complaint about:

- Customer service or the way we have treated you
- Our failure to properly follow one of our procedures or policies
- Our failure to reach a decision properly

The following information sets out how we will handle your complaint and explains how we will seek to provide you with a satisfactory response.

Informal complaint

We hope that most complaints can be settled quickly and as close to the source of the problem as possible. Therefore, if you are dissatisfied with a service we have provided or any other aspect of our contact with you should initially contact the member of staff in question and ask them to help you to resolve the matter.

The member of staff will work with you to understand why you are dissatisfied and, if possible, take action to resolve the matter immediately and informally. If it becomes apparent that informal resolution will not be possible your complaint will be escalated for consideration as a formal complaint straightaway.

We recognise that there may be circumstances under which you might prefer not to contact the member of staff in question. In these cases you should contact the Complaints Officer in the first instance.

Formal complaint

If you remain dissatisfied after contacting the member of staff concerned you should write to the General Secretary.

The General Secretary will look into your complaint personally. He or she will review the facts and consider any information you have provided us with. At the end of your formal complaint we will write to you within 10 working days to tell you the outcome and explain any action we propose to take.

Appeal

If your complaint is still not resolved, you can ask our Chief Executive to look into the matter. You should expect to receive a response not more than 20 working days once you have requested an appeal.

The Chief Executive will review the facts, consider any information you have provided us with and also review our prior handling of your complaint. After considering your appeal the Chief Executive will write to you to tell you the outcome and explain any action that we propose to take.

Complaints about the actions of our associated clubs, or licence holders

If, having read the sections above regarding our complaints policy, you decide to wish to raise a complaint about:

- The way you have been treated by a club, or licence holder regulated by us, or
- Failure of a club, or licence holder to properly follow one of our procedures or policies.

The following information sets out how we will handle your complaint and explains how we will seek to provide you with an appropriate response.

Informal complaint

We hope that you will be able to resolve the matter with the licence holder or club directly to settle the matter informally. If you don't receive a response from them or receive an unsatisfactory response then you should initially contact the Complaints Officer and ask them to help you to resolve the matter.

The Complaints Officer will work with you to understand why you are dissatisfied and, if possible, take action to resolve the matter immediately and informally. If it becomes apparent that informal resolution will not be possible your complaint will be escalated for consideration as a formal complaint straightaway.

Formal complaint

If you remain dissatisfied after contacting the member of staff concerned you should write to the Regulatory Officer.

The Regulatory Officer will look into your complaint personally. He or she will review the facts and consider any information you have provided us with. At the end of your formal complaint we will write to you to tell you within 10 working days the outcome and explain any action we propose to take.

Appeal

If your complaint is still not resolved, you can ask our Chief Executive to look into the matter. The Chief Executive will review the facts, consider any information you have provided us with and also review our prior handling of your complaint.

After considering your appeal the Chief Executive will write to you within 20 working days to tell you the outcome and explain any action that we propose to take.

Complaints about one of our official events, or races

If, having read the sections above regarding our complaints policy, you decide to wish to raise a complaint about:

- The way you have been treated at one of our official events or races
- Failure of an individual or party to properly follow one of our procedures or policies

The following information sets out how we will handle your complaint and explains how we will seek to provide you with a satisfactory response.

Informal complaint

We hope that most complaints can be settled quickly and as close to the source of the problem as possible. Therefore, if you are dissatisfied with the way you have been treated, you should initially contact the Complaints Officer and ask them to help you to resolve the matter.

The Complaints Officer will work with you to understand why you are dissatisfied and, if possible, take action to resolve the matter immediately and informally. If it becomes apparent that informal resolution will not be possible your complaint will be escalated for consideration as a formal complaint straightaway.

Formal complaint

If you remain dissatisfied after contacting the member of staff concerned you should write to the Regulatory Officer.

The Regulatory Officer will look into your complaint personally. He or she will review the facts and consider any information you have provided us with. At the end of your formal complaint we will write to you within 10 working days to tell you the outcome and explain any action we propose to take.

Appeal

If your complaint is still not resolved, you can ask our Chief Executive to look into the matter. The Chief Executive will review the facts, consider any information you have provided us with and also review our prior handling of your complaint.

After considering your appeal the Chief Executive will write to you within 20 working days to tell you the outcome and explain any action that we propose to take.

What we expect from you

We understand that if you have a complaint you are likely to feel strongly about it. We also understand that you may feel angry, frustrated or upset by the circumstances that led to your complaint and that this may cause you to act in a way that is out of character. Nevertheless, we expect you to be polite and courteous at all times when making your complaint as we will not tolerate aggressive behaviour.

Unreasonable complaints

In most cases complaints can be dealt with quickly and simply. However, in a minority of cases complaints are pursued in unreasonable and inappropriate ways. We have no choice but to act to protect our staff where this is the case.

Unreasonable complaints are complaints that, because of the nature of the contact or frequency with which the complaint is pursued, hinder our ability to properly consider the matters at hand or place unwarranted demands on staff time. Unreasonable complaints may be justified grievances pursued in inappropriate ways, or they may be complaints which appear to have no substance, or which have already been fully investigated or responded to.

If we deem a complaint unreasonable, we will take action that is proportionate to the nature and frequency of the complainant's contact with Motorsport UK. The decision to apply measures to manage unreasonable complaints will be taken by an Executive Director. The complainant will be informed of the measures in writing.

Section three: appendices

1. An overview of the complaints and appeals procedure

1. An overview of the Motorsport UK Complaints and Appeals Procedure

			Informal complaint	Formal complaint	Appeal
Action or decision taken by Motorsport UK	General complaint	Complaints concerning our handling	Write to the Complaints Officer to request an internal review	Write to the General Secretary	Write to the Chief Executive and ask them to review the complaint and our handling of it
		Other complaints	Write to the Complaints Officer and ask them to resolve the complaint informally	Write to the General Secretary and ask them to resolve the complaint formally	Write to the Chief Executive and ask them to review the complaint and our handling of it
Action by one of our licence holders, or clubs	Specific complaint	Complaints relating to behavior or an incident	Write to the Complaints Officer to request an internal review	Write to the Regulatory Officer	Write to the Chief Executive and ask them to review the complaint and our handling of it
Action or decision about one of our events	Specific complaint	Complaints relating to behavior or an incident	Write to the Complaints Officer to request an internal review	Write to the Regulatory Officer	Write to the Chief Executive and ask them to review the complaint and our handling of it

Responsibility

The General Secretary is responsible for overseeing the implementation of this policy and ensuring the charity complies with it.

Other Directors and all staff have roles in the implementation of the policy, as explained in this document.

The policy and process will be reviewed at least every three years, with the first review due by January 2023.