

The 3 Levels of Complaint

Level 1 Complaint

**A complaint which can be addressed by explanation.
A written account to be taken of both the incident and action**

- Unintentional Jovial banter / Use of unintentional profanity etc/ Trial by social media
- Motorsport UK takes an impact over intent approach to behaviour
- An individual who is not responsive to corrective advice should be elevated to the next Complaint Level

Level 2 Complaint

A complaint that requires investigation & written statements in respect of behaviour that has caused considerable offence

- Does the complainant wish the matter to be elevated to *serious*?
- Aggressive, intimidating behaviour. Sexist, racist, homophobic, transphobic or ableist language, or any slurs that may offend
- Could be addressed by explanation and formal education but ultimately such behaviour has no place in our sport

Level 3 Complaint

A complaint which has caused considerable upset which will require escalation to Motorsport UK

This could be

- Persistent transgressors or incidents
- Aggressive, intimidating behaviour. Sexist, racist, homophobic, transphobic or ableist language, or any slurs that may offend
- An immediate suspension will be imposed
- Consider the nature of the incident this may be illegal