

## Middlesex Advanced Motorcyclists

### Group Complaints

### Procedures

#### **Complaint Escalation**

Should the complainant remain dissatisfied with the outcome of their complaint, they should be advised that their final point of escalation is IAM RoadSmart.

If IAM RoadSmart considers there is no grounds for appeal the complainant will be informed of this decision in writing within 10 working days.

If IAM RoadSmart considers there is valid grounds for appeal this will be investigated as appropriate.

IAM RoadSmart will inform the complainant in writing of the outcome of the investigation within 10 working days. If for any reason the investigation continues beyond this deadline, the complainant will be informed of the reason for the delay and when they can expect a decision.

Although issues relevant to a particular Group should be resolved by, and with the Group, support and help are available from IAM RoadSmart who would be happy to give advice in confidence.

Any complaint regarding the conduct of tests or examiners should be forwarded to your Area Service Delivery Manager for investigation and action.