

Middlesex Advanced Motorcyclists

Group Complaints

Procedures

Managing a Complaint

Response times: It is important to set a response time to complaints for example;

- Send an acknowledgement within 24 hours (if e-mailed)
- 7 working days (if posted and e-mail unavailable).
- Allocated Group committee member will contact the complainant via telephone within 2 working days after the acknowledgement receipt, as more details may be required to investigate the complaint.

After the first contact, the complainant should expect a response in writing within 10 working days.

If the complaint cannot be resolved within this time frame, the complainant should be given regular updates on the progress of the investigation.

It's important to emphasise that all complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act (1998) and that no confidential information relating to complaints will be disclosed to any third party without the prior consent of that party.

Remember to:

- Ensure you take time to listen and ensure you fully understand the concerns of the complainant, which may mean asking for clarification where elements are unclear;
- Reassure the complainant that the Group welcomes complaints as a means of enabling your service to improve;
- Escalate if any issue is serious or cannot be readily resolved in a reasonable timescale;

The Group Committee member responsible for investigating the complaint should:

- Ensure the complainant is responded to within the timescales
- Maintain an accurate record (with dates) of all communications with the complainant;
- Document the original complaint and other relevant information;
- Document the issues considered;
- Document decisions or actions taken; and
- Keep copies of responses and other information collected during the investigation.