

## Middlesex Advanced Motorcyclists

### Group Complaints

### Procedures

#### Misuse of Complaints Policy & Procedures

IAM RoadSmart also takes seriously the misuse of this policy against someone to gain an unfair advantage or cause them to be investigated unnecessarily.

#### Examples of misuse of Anti-Harassment and Bullying Policy

- persistent complaints of harassment or bullying where the perception held is not justified and the view is that a reasonable person would see that to continue with the complaint is unreasonable.
- one-off complaints of harassment or bullying where the perception held is not justified and the view is that the person has deliberately set out to damage the reputation of the other party.