

Our Complaints Policy

We are committed to providing a high quality training service delivered in a professional and appropriate manner. If you believe any of the committee, tutors or members acting on behalf of the group have not acted in line with this policy please inform the Chairman or any member of the current committee via this complaints procedure.

Our Complaints Procedure

1. If you (the complainant) have reason to complain about the conduct of anyone acting on behalf of the group you should e-mail the Chairman (or any current member of the committee). If the complaint involves an officer of the club (Chairman, Secretary or Treasurer), it should be addressed to another member of the committee. E-mail addresses can be found on the group's [website](#).
2. The recipient of the complaint (the investigating officer) will acknowledge receipt of your complaint within one week of receiving it, and provide a copy of this procedure.
3. The complaint will be investigated by at least two committee members who are considered to be the most appropriate to run the investigation.
4. All parties concerned will be invited to a resolution meeting to discuss the issue raised by them. This invitation will be sent within three weeks of receiving the complaint.
5. The complainant maybe accompanied to the meeting but the third party will have no right to make representation.
6. If the complainant is unwilling to attend the resolution meeting it will take place in their absence. The aim of this meeting is to fully understand the complaint and put actions in place to prevent re-occurrence if this is considered necessary.
7. Minutes of the meeting will be circulated to the complainant and those present at the meeting by the Investigating Officer within one week of the meeting.
8. If the complainant is not satisfied with the outcome of the meeting they should inform the Investigating Officer within one week. The Investigating Officer will refer the matter to another committee member to review. The Investigating Officer will inform the complainant of the outcome within 14 days of receiving the request for a review stating the groups final position.
9. If you are still not satisfied, you can then contact RoADAR Headquarters about your complaint:
RoSPA Advanced Drivers and Riders
28 Calthorpe Road
Birmingham
B15 1RP