

## Middlesex Advanced Motorcyclists

### Group Complaints POLICY

#### Group Complaints

IAM RoadSmart Groups have a responsibility to ensure complaints received are responded to and dealt with in an effective and timely manner. IAM RoadSmart Handbook v1.01 refers

**Definition of a Complaint:** where a customer or group member expresses dissatisfaction with an IAM group, member, product or service or failure in processes.

#### Aims of our IAM RoadSmart Group Complaints Policy

The aims of our policy is to ensure we have a complaints process that is flexible and responsive to the needs of individual complainants. In addition, it should emphasise the need to communicate effectively with complainants.

Our policy is to ensure:

- Complainants are listened to and treated with courtesy, empathy and fairness;
- Complainants are kept informed of the progress and outcome of investigations into their complaint;
- Apologies are given where appropriate;
- Action to rectify the cause of the complaint is identified, implemented and evaluated;
- We learn from complaints to continually improve relationships, products and services; and
  - Complaints handling complies with confidentiality and data protection policies.
- All IAM RoadSmart Group Committee members must be familiar with the complaints handling process. This includes details of how customers and group members can make complaints and to whom.
- That one group committee member is ultimately responsible for dealing with complaints. They may delegate this task to another committee member but they remain responsible.
- The committee member delegated to handle the complaint is responsible for:
  - Managing the specific complaint;
  - Ensuring action is taken to address issues raised in complaints and, where appropriate, identifying improvements to processes and procedures;
  - Ensuring Group members are aware of, and understand, the Complaints Policy;
  - Keeping the complainant informed as to progress and resolution of their complaint
  - Ensuring all complaints have been logged
  - Identifying improvements to processes and procedures.

### Procedures

Managing a Complaint

Receiving a Complaint

Complaint Escalation

Best Practice

Anti-Harassment and Bullying Policy

Basic Code of Conduct Principles of IAM RoadSmart

Misuse of Complaints Policy & Procedures