BEST PRACTICE NOTE

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| **Non Contactable Associate** |
| **Issue Date :-**July 2016 | **Issued To :-**All Committee MembersAll National, Local, Qualified and Trainee Observers | **Issued By :-**David Rushfirth |

1. **The Issue**

The group operates a three strikes and you’re out policy when Associates become non contactable. An Associate should be considered as non-contactable once 3 full weeks have lapsed since the last successful communication with them.

This Best Practice Note sets out the overall process, who needs to be notified and sample text for the notes issued to the Associate. This sample text is provided as a guide only and is left with the Observer to use it as they see fit.

1. **The Process**

The following is the overall process, which should be followed when an Associate becomes non contactable.

1. The Observer should make every attempt to contact the Associate during the 3 week non-contact period. Communications should be via text, e-mail or phone call. **Dates and times of any phone calls should be recorded. All texts and e-mail attempts should be retained.**
2. After 3 weeks have lapsed the Observer should contact the Chief Observer advising that the Associate has become non-contactable and from what date.
3. The Chief Observer will send an e-mail or letter should e-mail not be available to the Associate :-

“Dear <Associates Name>……

Your Observer, <Observers Name>, has advised me that they have made several attempts at making contact with you. To date no replies have been received.

Our Observer resource is limited and therefore I must consider allocating them to another Associate should the need arise.

If there is a change in your circumstances please reply so that we can update our records accordingly. If we do not received a reply within the next 3 weeks you will be marked as being on hold both within MYAM and IAM RoadSmart.”

1. Should the Associate respond the Chief Observer will consider the reply and contact the Observer and Associate accordingly.
2. If after 3 weeks have lapsed from the notice being issued by the Chief Observer to the Associate no contact has been made with the group the Chief Observer will request the Membership Secretary to place the Associate on hold with MYAM and IAM RoadSmart
3. The Membership Secretary the will send an e-mail or letter should e-mail not be available to the Associate :-

“Dear <Associates Name>……

Our Chief Observer has advised me that they and your regular Observer, <Observers Name>, have made several attempts at making contact with you. To date no replies have been received.

Our welcome pack provides notice regarding failed contact, outlining the strain on our resource. I therefore have no option but to mark you as being on hold within the MYAM group and also advise IAM RoadSmart of our decision. Your Observer will be reallocated to another Associate.

Your ongoing membership will continue and renewal requests will be issued as normal. Should your membership lapse then the Advanced Driver course will also lapse and may be cancelled.”

1. Should the Associate respond the Membership Secretary will consider the reply and contact the Chief Observer, Observer and Associate accordingly.
2. If after a further 2 weeks the Associate has not responded the Membership Secretary will mark the Associate as being on hold and advise IAM RoadSmart of the decision via DTE.
3. The Membership Secretary will confirm the outcome with the Chief Observer.
4. IAM RoadSmart will append suitable notes to the Associate record in DTE (the membership database) which may be used should a future complaint arise. It is therefore important that observers keep notes of their efforts to make contact and report them to the group in order that they may be passed on and recorded by IAM RoadSmart.
5. As an Observer you will receive the full support of the group in such matters. If there is any doubt as to the course of action please contact either the Chief Observer of the Membership secretary for further advice.