

Middlesex Advanced Motorcyclists

Group Complaints

Procedures

Best Practice

The process is designed to protect the IAM/ Group/ Member Complained Against/ Complainant Assign a Single Point of Contact (S POC) for member complained against (MCA) and complainant.

- All correspondence via Secretary
- The process is in confidence
- The process must be adhered to ensuring equivalence without prejudice
- Letters to complainant or member complained are via letter post or email
- Outcomes are based on the 'balance of probabilities'
- Post outcome can complainant if a general group issue or member complained send written representations for consideration
- The committee decision is final and should be published if appropriate