

# **Motorcycle Action Group (MAG)**

## **Complaints Procedure**

### **Purpose of the Complaints Procedure:**

To ensure that any complaints received by MAG (the organisation) are handled fairly, consistently and, wherever possible, resolved to the Complainant's satisfaction. MAG's responsibility is to deal reasonably and sensitively with complaints, and to take action where appropriate.

### **Process of the Complaints Procedure:**

A complaint may be received by any reasonable means (letter, telephone, e-mail, or in person).

Complaints should be investigated by a person or persons (up to three (3)) of sufficient competence who, wherever possible, had no direct involvement in the matter which is the subject of the complaint.

The person or persons charged with responding to a complaint should have the authority to settle the complaint (including the offer of redress where appropriate) or have ready access to a person or persons having the necessary authority.

Responses to complaints should adequately address the subject matter of the complaint and, where a complaint is upheld, an appropriate redress offered (where this is appropriate).

In the event that the Complainant feels that a complaint has not been satisfactorily addressed by the appointed person or persons, the matter may be reviewed by being brought to a full National Committee meeting.

### **Responsibilities of the Complainant:**

To bring their complaint to the attention of the organisation within a reasonable time frame following the issue arising.

To raise concerns promptly and directly with an appropriate person or persons within the organisation.

To explain the problem as clearly and as fully as possible (including, where appropriate, any action taken to date).

To allow the organisation a reasonable amount of time in which to deal with the matter.

To recognise that some circumstances may be beyond the control of the organisation.

**Responsibilities of the organisation:**

To respond with an acknowledgement to the initial complaint within a reasonable time frame following receipt of the complaint.

To arrange for an appropriate person or persons within the organisation to investigate the complaint.

To ensure that any investigation is carried out in a timely manner and to respond to the Complainant with the outcome within a reasonable time frame.

To explain the outcome of the investigation to the Complainant as clearly and as fully as possible (including, where appropriate, any action taken).

**Confidentiality:**

Barring exceptional circumstances, every attempt will be made to ensure that both the complainant and the organisation maintain confidentiality.

It should be recognised, however, that the circumstances giving rise to the complaint may be such that it is not possible to maintain confidentiality. Should this be the case, the reasons for not maintaining confidentiality will be explained to the Complainant.

**Good practice:**

As part of the complaint investigation procedure, MAG's Central Office may be called upon to provide details of the membership history of any person identified during the investigation process.

**Important:**

*With the notable exception of employees and contractors, all personnel in the organisation holding office (for example, Chair, Regional Representatives) are volunteers and will have other commitments (for example, employment, care duties, etc) that may limit time available to give to the organisation. Bearing this in mind, it should be noted that whilst complaints will be dealt with in as timely a manner as possible, the timescales for doing so may not match those of a commercial organisation or workplace.*