

Plymouth Advanced Motorcyclists

Complaints Policy and Process

Introduction

The Plymouth Advanced Motorcyclists (PAM) are committed to ensuring complaints from all of our members and customers are acknowledged, responded to and dealt with. It is also important that the Group learns from such complaints.

Definitions

Committee member: An officer of the Club (Chair, Treasurer, Secretary) and any duly elected, full member

Member: The word member includes Full members, Associate members, Honorary members & Group friends

Observer: The word Observer refers to all National, Local or Trainee Observers

Feedback: PAM are keen to receive information from our members and customers on the delivery of products and services, whether expressing satisfaction or dissatisfaction. Any comments or complaints are important in our efforts to achieve continuous improvement and in addressing our members and/or customers' needs. Such feedback may be communicated verbally or in writing.

Complaint: Where feedback from a member or customer indicates dissatisfaction with a service provided by PAM or some failure in our processes.

Applicability

This policy applies to all PAM committee members, Observers and any member or customer when engaged in PAM activities.

Failure by PAM committee members, Observers and any member engaged in PAM activities to follow the requirements of the policy may result in investigation and appropriate action taken as necessary.

Policy aims

The aim of this policy is to ensure PAM has a complaints process that is flexible and responsive to the needs of individual complainants. In addition, it emphasises the need to communicate effectively with complainants.

The policy seeks 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; • PAM learns from complaints to continually improve products and services; and
- Complaints handling complies with confidentiality and data protection policies.

All PAM committee members and PAM Observers must be familiar with complaints handling processes. This includes details of how and to whom members and customers can make complaints.

Responsibilities

The PAM Officers (Chair, Secretary, Treasurer) are ultimately responsible for customer service but they may delegate this task.

The person 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 committee members, Observers and any member when engaged in PAM activities are aware of, and understand, this Complaints Policy;
- keeping the complainant informed as to progress and resolution of their complaint; and
- ensure all complaints have been logged on the PAM database.

Making a complaint

PAM are committed to providing members and customers with the best possible products and services, but recognises sometimes things go wrong and welcomes feedback in person or by email.

If you make your complaint in person, you can make this to any member of the PAM committee or any Observer. The person receiving your complaint will document the details and submit the

complaint in writing to secretary@iampam.org so your complaint can be logged and allocated to the appropriate person to investigate and respond.

When you contact us by email, please provide full details of your complaint and address this to: secretary@iampam.org

We will document the complaint details and allocate the complaint to the most appropriate person to investigate and respond.

The person allocated the complaint will contact the complainant within 5 working days after receipt as further details may be required to investigate the complaint.

After the first contact, the complainant can expect a response in writing within 15 working days. If the complaint cannot be resolved within this time frame, the complainant will be given regular updates on the progress of the investigation.

PLEASE NOTE:

Failure to pass a test or assessment related to an IAM RoadSmart product such as Advanced Riding or Masters etc. cannot form the basis of a complaint against PAM.

Confidentiality

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act (2018).

No confidential information relating to complaints will be disclosed to any third party without the prior consent of that party.

Responsibilities

All PAM committee members and PAM Observers are responsible for working to resolve issues raised by a member and/or customer.

PAM committee members and Observers must:

- take time to listen and ensure they fully understand the concerns of the complainant, which may mean asking for clarification where elements are unclear;
- assure the complainant that PAM welcomes complaints as a means of enabling our service to improve;
- contact the PAM Chair if any issue is serious or cannot be readily resolved in a reasonable timescale;
- document all complaints;

The person responsible for investigating the complaint must:

- ensure the complainant is responded to within the timescales set out above;
- maintain an accurate record (with dates) of all communications with the complainant;
- document the original complaint and other relevant information;
- document the issues considered;
- document decisions or actions taken; and
- keep copies of responses and other information collected during the investigation.

Responding to a complaint

Any written response to a complaint must include a summary of the investigation findings and actions taken to resolve the problems.

A response to a complaint will be sent as soon as practicable, normally in less than 15 working days.

If a response is not provided or resolution of the complaint is not achieved within the deadline or agreed timeline, the complainant must be notified and a new date for resolution indicated.

Escalation process

Should the complainant remain dissatisfied with the outcome of their complaint, they should be advised that they may escalate their complaint to IAM RoadSmart via their Area Services Delivery Manager (ASDM), Shaun Cronin.

If IAM RoadSmart considers there are no grounds for appeal the complainant will be informed of this decision in writing within 10 working days.

If IAM RoadSmart considers there are valid grounds for appeal this will be investigated as appropriate.

IAM RoadSmart will inform the complainant in writing of the outcome of the investigation within 10 working days. If for any reason the investigation continues beyond this deadline, the complainant will be informed of the reason for the delay and when they can expect a decision.

Learning from Complaints

Complaints identified with corrective action should follow the corrective action procedure to prevent recurrence and to support continuous learning from members and/or customer feedback. Feedback and trends from complaints will be used to advise recommended service improvements and development.

