How to deal with a complaint at your Club

motorsport uk

RACE WITH RESPECT

Receive the report

Obtain a written account from complainant

Speak to the subject(s) of concern

Obtain and review any necessary evidence

Consider if there is any previous history between parties or involving the subject(s) of concern

Consider any risks

Outcome (apology, RWR letter, education, monitoring, escalation of case to Motorsport UK etc)

Make relevant Club members aware

Make Motorsport UK aware