

CVAM Complaints and Suggestions Policy

Cheddar Valley Advanced Motorcyclists (CVAM) aim to provide the best possible service in everything we do and we want to continue to improve as a club.

We also like to hear from our members when we have done something well, so we can share best practice to increase customer satisfaction across all of our services.

You can also tell us if you think we could do things better or more efficiently.

If things go wrong it is important our members tell us so that we can apologise, put it right, and ensure that it doesn't happen again.

The Aims of This Guide

We hope that by providing this guide and dealing with all suggestions and complaints effectively, we will:

- Actively encourage all types of feedback and use it to improve our club
- Ensure we have a simple and efficient way for our members to tell us what they think about how we provide advanced motorcycle training, so that if necessary, we can learn from our mistakes
- Provide clear guidance and expectations to all our volunteers on how to deal with complaints and suggestions so that our members get the same high-quality level of service from all officers, committee members and observers.
- Increase customer satisfaction by handling complaints efficiently and by spreading best practice.

What does our complaints and suggestions guide cover?

Any suggestion or complaint from a member, that includes:

- Comments on any CVAM activities.
- Complaints about discriminatory behaviour such as racist, homophobic, sexist or ageist incidents.

All complaints should be about a specific incident and they are likely to be about one or more of the following:

- The standard of service provided by CVAM
- CVAM's failure to provide an agreed service
- The attitude or conduct of officers, committee members or observers has been unacceptable
- That CVAM has failed to follow an agreed process or procedure

How to make a complaint or suggestion

Verbally to an officer of the club or a committee member.

Email the Chair cvam.chair@gmail.com

Or the Secretary cvam.sec@gmail.com

When making a complaint verbally, members can request a response by phone or email. Complainants will normally be contacted within 24 hours of the complaint being received by the committee. The person or persons who are the subject of the complaint will be informed and invited to provide a response to the committee.

Complaints

On the spot complaint

If you feel that CVAM has done something wrong, or badly, or failed to do something, wherever possible please tell the person concerned. We may be able to solve the problem straight away. If you are happy with the solution offered we will record your complaint in the committee minutes so we can use it to improve our service but we will not provide a written response.

Formal written complaint

You can do this in writing by email. To help us deal with your complaint effectively you will need to tell us;

- What the problem is
- How and when it occurred
- How it has affected you
- What you consider we should do to put it right

How we will deal with your complaint

- We will provide you with a written acknowledgement on receipt of the complaint
- Your complaint will be investigated by the CVAM Chair. If requested, a full written response will be sent to you.
- The Chair will present their findings to the CVAM committee and the decision will be final, there is no right to appeal.

Any complaint received by the committee that involves a criminal or road traffic offence or, is deemed to be of a serious nature, shall be referred to the IAMRS Area Service Delivery Manager.

It is important to note, failure to pass a test or assessment related to an IAM RoadSmart product such as Advanced Driving or Riding or Masters etc. cannot form the basis of a complaint against an IAM RoadSmart examiner.