

# Motorsport UK Complaints Policy

## Section One: Overview

Motorsport UK is committed to providing a high-quality service to its members, customers, stakeholders, suppliers and to everyone with whom it has an association.

If you are dissatisfied with a service that Motorsport UK has provided or feel we have treated you unfairly, or if you feel you have been mistreated during your participation within the sport, you may wish to make a complaint.

### Guiding Principles

Motorsport UK will:

1. Work collaboratively across departments to ensure complaints are resolved effectively and without undue delay.
2. Resolve complaints informally (wherever possible) but if we cannot, we will review your concerns formally in accordance with the complaint procedure set out below, where possible.
3. Act transparently. We recognise that sometimes we may get things wrong. In these circumstances, we will apologise and take prompt action to put the matter right.
4. Be open and honest and ensure that you are not disadvantaged in your future dealings with us following your complaint.
5. Respect your privacy and ensure that your complaint is treated confidentially, unless stated otherwise.

### Complaints we can help with:

You can ask us to consider a complaint:

- If a Motorsport UK Licence holder (including Officials and Volunteers), Recognised Club, Regional Association or Motorsport UK staff member has mistreated you.
- If you have been mistreated at one of our Permitted Events.
- If you feel you have been discriminated against due to a protected characteristic (Equality Act 2010).
- In relation to a safeguarding concern, whether this impacts on you personally or you have concerns about someone else.
- If you are an Official or Volunteer in the sport and wish to whistleblow a concern (see **Whistleblowing Policy**)

### Complaints we are unable to assist with:

- Anonymous complaints, except complaints relating to the following:
  - Complaints received that are of a safeguarding nature, in which case will they be passed to the Head of Safeguarding.
  - Complaints received relating to discrimination of a protected characteristic.
  - Reports submitted in accordance with the Whistleblowing Policy.
- If you wish to complain about one of our published policies.
- If you are unhappy with a decision that was reached properly and in accordance with our policies, procedures and / or National Competition Rules.

## Section Two: Types of Complaints

### **Breaches of the Race with Respect Code of Conduct (including discrimination)**

The Race with Respect Code of Conduct sets out the expected standards of behaviour for all participants including Officials, Volunteers, Competitors, Parents/Guardians and others connected with the sport.

If you experience behaviours which do not comply with the Codes of Conduct or you feel you have been mistreated at a Permitted Event, this should be reported on the day to the relevant Officials. If a complaint is made after the Event to Motorsport UK directly, this may be referred back to the Club/Organiser to deal with in the first instance.

Complaints relating to mistreatment must be reported in writing via our Race with Respect portal [here](#).

If you or any other person is at risk of immediate harm, you should call the Police to report this.

### **Sexual Harassment Complaints**

Our Sexual Harassment Policy can be accessed [here](#).

Any Sexual Harassment complaints should be reported in accordance with the above Policy and in writing via the Race with Respect portal [here](#).

If you would prefer to speak with a member of staff about a Sexual Harassment Complaint, please call the switchboard on 01753 765000 and request to speak with the Legal or Safeguarding Team.

If you or any other person is at risk of immediate harm, you should call the Police to report this.

### **Safeguarding Complaints**

Safeguarding is the action of promoting the welfare of children and adults at risk to protect them from harm. The Safeguarding Policy and the Safeguarding Case Investigation Procedure can be found [here](#).

If a child or vulnerable person is at immediate risk of harm, you should call the Police to report this.

All other safeguarding concerns should be reported in writing via our Safeguarding Portal [here](#).

### **Whistleblowing**

If you work in the sport (either in a paid or voluntary capacity) and you wish to report unethical or illegal conduct by Motorsport UK, its Officials or Registered Clubs, please refer to our Whistleblowing Policy

Please note: The Whistleblowing Policy should not be used for complaints relating to your own personal circumstances, such as the way you have been treated whilst participating. For those purposes, you should refer to the mistreatment section above.

### **General / Other Complaints**

If you have a complaint that does not sit within one of the sections above (e.g. related to safety concerns or driving incidents) or you are uncertain which reporting route to use, please send an email with your complaint to [complaints@motorsportuk.org](mailto:complaints@motorsportuk.org). The overarching principle is that if you have a concern, you should make Motorsport UK aware of this.

If you have any complaints in respect of sporting decisions at Permitted Events, please refer to the relevant Protest and Appeal procedure located in Chapter 2 of the National Competition Rules (NCR).

### Section 3: Complaints Procedure

#### **How do I make a complaint?**

Complaints should be made within 45 calendar days of the incident giving rise to your concern. We may, at our discretion consider complaints raised after 45 calendar days if there has been a sufficient reason for the delay.

#### **Acknowledgment of Complaints**

Upon receipt of a complaint, we will send an acknowledgment by email within 2 working days. This acknowledgment will outline the next steps in the complaint resolution process and provide an estimated timeline for further communication. If additional information is required from you at this stage, we will request it promptly to facilitate the progression of the investigation.

#### **Complaints Triage Group Review**

All relevant complaints will be discussed within our Triage and Case Management Group, comprising members from various departments including Safeguarding, Legal, Sporting, and Equality, Diversity & Inclusivity. This diverse team ensures a collaborative and comprehensive review of each case and determines appropriate ownership, next steps and outcomes.

#### **Decision Making**

All decisions will be made fairly, consistently and based on the information available.

Suspension or removal of a Licence will always be the last resort but may be necessary where it is assessed that there is a material and evidenced risk to other people or to the reputation of motorsport. In respect of Safeguarding matters, Section 8 of the Safeguarding Case Investigation Procedure outlines the relevant factors that will be considered when assessing whether a suspension is proportionate.

#### **Will I get any updates?**

Within 7 business days of receiving the complaint, we will provide an update to you. In some cases, we may request a witness statement to support the complaint. It is essential for you to complete this statement promptly to enable us to progress the review. Without this statement, we may not be able to review the case further.

#### **When can I expect a resolution?**

We aim to resolve all complaints within 10 business days. However, if the complaint involves complex matters or requires additional information or data gathering, such as CCTV footage or third-party witness statements, the resolution process may take longer. If this is the case, our Case Coordinator will keep you updated and communicate the expected timeframe for resolution.

#### **What if I am dissatisfied with the outcome?**

All complaint outcomes are subject to review by our Triage and Case Management Team. This team comprises individuals from different departments to ensure a thorough review. If you are dissatisfied with the outcome of your complaint, you may seek that the decision is reviewed by our Legal Team.

You must submit your request for review within a reasonable timeframe, specifying the reasons for your dissatisfaction and providing any relevant evidence. The Legal Team will respond to the request for a review within 10 business days, and their decision will be final. No further review route exists.

If it is not appropriate for the Legal Team to review a complaint, this will be passed to the CEO Office to review.

**What we expect from you**

We understand that if you have a complaint, you are likely to feel strongly about it. We also understand that you may feel angry, frustrated or upset by the circumstances that led to your complaint and that this may cause you to act in a way that is out of character.

Nevertheless, we expect you to always remain polite and courteous when discussing your complaint. We will not tolerate aggressive or abusive behaviour toward our staff, Officials or Volunteers. If behaviour of this type is displayed during a telephone call, we will terminate the call and, if required, we reserve the right to block your telephone number in order to protect our staff from harassment and/or abuse.

**Unreasonable complaints**

In most cases complaints can be dealt with efficiently and in a straightforward manner. However, in a minority of cases complaints may be pursued in unreasonable and inappropriate ways. In these circumstances, we will act to protect our staff.

Unreasonable complaints are complaints that, because of the nature of the contact or frequency with which the complaint is pursued, hinder our ability to properly consider the matters at hand or place unwarranted demands on staff time. Unreasonable complaints may be justified grievances pursued in inappropriate ways, or they may be complaints which appear to have no substance, are malicious, or which have already been fully investigated or responded to.

If we deem a complaint unreasonable, we will take action that is proportionate to the nature and frequency of the complainant's contact with Motorsport UK. The decision to apply measures to manage unreasonable complaints will be taken by the Disciplinary Team. The complainant will be informed of the measures in writing.

**Conclusion**

At Motorsport UK, we are committed to addressing complaints promptly, fairly, and transparently. We value feedback from our members, and we continuously strive to improve our processes based on the insights gained from complaints. If you have any questions or concerns about our complaints policy or procedures, please do not hesitate to contact us on 01753 76500 or at [complaints@motorsportuk.org](mailto:complaints@motorsportuk.org).

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