



MOTOR SPORT
CHARITY

Complaints & Appeal Policy

Introduction

The BRDC Motor Sport Charity aims to treat applications for assistance promptly and with respect and courtesy.

Applications are dealt with in the first instance by the Facilitator who will liaise with the applicant(s) gathering information about their personal and financial circumstances. The Facilitator may signpost the applicant to other sources of help and support and may give advice about Statutory Benefit entitlements.

The Facilitator will then make a recommendation to the Charity's Trustees and they will decide whether support should be awarded and what form that support should take.

Complaint / Appeal Procedure

If an applicant wishes to make a complaint about any part of the above process or appeal a grant decision, they should, in the first instance, put their complaint in writing to:

Jenny Brown
Facilitator, BRDC Motor Sport Charity
c/o 94 Bull Lane
Wombourne
South Staffordshire
WV5 9BZ

The complaint will be acknowledged in writing and an investigation carried out. The BRDC Motor Sport Charity will aim to investigate any complaint promptly. If the complaint concerns the Facilitator, the investigation will be conducted by one of the Charity's Trustees.

Once the investigation is complete, the complainant will be notified of the outcome.