Complaints Handling Process

Volunteers are an integral part of the Topper Class. There are only 3 part-time paid roles within the association. Everyone else, including the General Committee and the Area Representatives, are volunteers. Without these volunteers, the class could not continue.

The volunteers that form ITCA (GBR) are committed to providing high quality training and racing opportunities for our members, but sometimes, despite our best efforts, things can go wrong. If you have a concern or are dissatisfied in any way, then we will do our best to help resolve the situation in a fair and transparent way.

ITCA (GBR) will investigate all complaints competently, diligently and impartially, obtaining additional information when necessary. Your complaint will be assessed fairly, considering all the information available to us.

All complaints will be kept confidential. If we need to share information with others as part of our investigation, we will seek your approval first.

We may not always provide the answer you are looking for, but we'll make sure we offer a clear explanation for our decision.

Who to contact:

If you have a comment or complaint about a regional training or traveller event, or a situation within the regional group, you should raise it directly with the Area Representative in the first instance. This could be informally via a face to face conversation or telephone call, or via email.

If you have a comment or complaint about a National event, you should raise it directly with the ITCA (GBR) Events Manager – either in person during the event, or via email (eventsmanager@itca-gbr.co.uk).

A complaint about poor conduct during a racing event should be referred to the protest committee for consideration under the Racing Rules.

A concern or complaint of a safeguarding nature should be referred to the ITCA (GBR) Welfare Officer (childprotection@itca-gbr.co.uk).
Please refer to our Safeguarding Policy for further information:
https://www.itca-gbr.co.uk/safeguarding-issues/

If your complaint relates to something else, or you are not satisfied with the response you receive from the above contacts, you may consider raising a formal complaint.

How to make a formal complaint:

All complaints should be submitted on the following Microsoft Form:

https://forms.office.com/e/mnG9pcGNRf

Details of the complaint will be logged by the Secretary, before being assigned to a member of the ITCA (GBR) General Committee for review.

Once the complaint has been investigated, the outcome will be discussed and agreed by the General Committee.

Please note, complaints can be submitted anonymously via the above Microsoft Form. If you wish to remain anonymous, please do not include your name or any personal information. Anonymous complaints will be investigated in the same manner and time frame as all other complaints, but we will not be able to advise you of the outcome.
If you would like to receive details on the outcome of your complaint, you may include your name and email address on the Google Form, but tick 'yes' for the complaint to remain anonymous. The Class Secretary will then remove any personal details before assigning the complaint for review.

What happens after you make a formal complaint?

We'll always try to resolve your complaint as quickly as possible and we'll keep you updated with our progress.

1) Your complaint will be acknowledged within two working days.

2) After four weeks, if we're still investigating your complaint, we'll contact you to let you know.

3) After eight weeks, we'll send you a final response. Our aim is to resolve your complaint well before this.

What if you are unhappy with an outcome?

If you are dissatisfied with the outcome of our investigation, then you may request that the complaint is reviewed by ITCA World. Please contact the ITCA (GBR) Class Secretary (secretary@itca-gbr.co.uk) to request this.