

Complaints

IAM RoadSmart promotes respect between individuals at every level of our organisation and are keen to ensure that we deliver the highest quality of service and believe that feedback is an invaluable part of that process.

At times IAM RoadSmart receive complaints about assessors, examiners and mentors.

These complaints are generally based on:

- The way they conduct themselves; language used, professionalism, approachability.
- The way the test is conducted and the perception of how results are derived.
- The manner in which results are delivered, in particular bad news.

What can't members complain about?

Failure to pass a test or assessment related to an IAM RoadSmart product such as Advanced Driving, Riding or Masters etc. will not form the basis of a complaint against an IAM RoadSmart examiner.

What's the process of complaints?

Once a complaint has been submitted to IAM RoadSmart, the complaints handler will acknowledge receipt and then refer the complaint to the most appropriate individual to act as a single point of contact (generally the local ASDM) for all correspondence to ensure the process is fair and unbiased. Should the complaint be against you, you will be notified. Further details and versions of events may be requested from all parties. The complaints handler will aim to inform all parties of any decisions made and actions taken and resolve the complaint within 28 working days (where possible).

How can we reduce complaints?

Before

Brief the candidate on what to expect during the test and ensure that they are aware of the required standard and ability to achieve their full potential, (including a F1rst). Where possible, we recommend giving a guideline of the assessment/test success rate to manage expectations. Remain positive that it will be great session.

During

Some complaints regarding assessments/tests note that the assessor/examiner/mentor appeared to have no interest, wished they were elsewhere and were 'clock-watching'. This is an important day for the associate after what may have been months of training please try and share their engagement and enthusiasm.

Delivery of results

When delivering results always use a recognised feedback model such as Commend, Recommend, Commend. If the candidate has been unsuccessful discuss the future path to success through given developmental feedback.

After

After all assessments/tests we recommend writing an evidence based report, showing clear and relevant details that reinforce the verbal feedback given. In instances where a complaint has been made, evidence and documentation from the session has proved a valuable resource at protecting our volunteers.