



Motorsport Ireland

COMPLAINTS PROCESS

All complaints must be submitted in writing to Motorsports Ireland as soon as possible following any incident. The particulars of all complaints must be detailed in the accompanying *Motorsport Ireland Complaints Form*.

Complaints forms can be scanned and submitted via email to complaints@motorsportireland.com or via post to: *Complaints, Motorsport Ireland, 34 Dawson Street, Dublin 2, Ireland*.

On receipt, all complaint forms will be reviewed with details recorded and maintained in a *Motorsport Ireland Complaints Register*.

Depending on the complaint category and motorsport discipline, details will then be issued to the responsible Motorsport Ireland Commission Chairperson along with the relevant Motorsport Ireland Officer.

Following this, an acknowledgement email/letter will be issued by Motorsport Ireland to the complainant advising: a. the commission to which the matter has been referred to for a decision, and b. the Motorsport Ireland Officer responsible for liaising with that commission.

Motorsport Ireland will follow up with all complainants by email or post, within three working days of acknowledging receipt of complaint, to:

- A. Advise of a proposed resolution or redress
- B. Advise next steps, if further investigation or assessment is required
- C. Request any further evidence/documentation required to make decision

Contact Us

If you have not received a complaint acknowledgement within two working days of submission, please call Motorsport Ireland on +353 1 677 5628.



34 DAWSON STREET
 DUBLIN 2, D02 RF90
 TEL: 01-677 5628
 FAX: 01-671 0793
 COMPLAINTS@MOTORSPORTIRELAND.COM
 MOTORSPORTIRELAND.COM

COMPLAINT FORM*

**This complaint form relates to incidents not arising directly from competition. Anyone wishing to protest a matter arising from competition is advised to follow the procedures laid out in Chapter 11 of Motorsport Ireland’s GCRs. Anyone wishing to appeal a decision made by the Stewards of an Event can do so under the terms laid out in Chapter 16 of Motorsport Ireland’s GCRs.*

NAME OF PERSON MAKING COMPLAINT (‘THE COMPLAINANT’)	
COMPLAINANT ADDRESS	
COMPLAINANT STATUS: (CHECK RELEVANT CATEGORY)	COMPETITOR <input type="checkbox"/>
	MI MEMBER <input type="checkbox"/>
	OFFICIAL <input type="checkbox"/>
	MEDIA / PRESS <input type="checkbox"/>
	SPECTATOR / RESIDENT <input type="checkbox"/>
	OTHER <input type="checkbox"/>
MI LICENCE/MEMBERSHIP NO. (IF APPLICABLE)	
CLUB (IF APPLICABLE)	
PHONE	
EMAIL	
DATE OF INCIDENT	
LOCATION OF INCIDENT	
OTHER PERSON(S) INVOLVED (IF APPLICABLE)	

<p>MOTORSPORTS IRELAND DISCIPLINE</p> <p>(TICK RELEVANT CATEGORY)</p>	AUTOCROSS <input type="checkbox"/>
	AUTOTEST <input type="checkbox"/>
	HILLCLIMBING / SPRINTS <input type="checkbox"/>
	KARTING <input type="checkbox"/>
	MIDGET CAR RACING <input type="checkbox"/>
	RACING <input type="checkbox"/>
	RALLYCROSS <input type="checkbox"/>
	RALLYING <input type="checkbox"/>
	TRIALS (NAVIGATION) <input type="checkbox"/>
	TRIALS (SPORTING) <input type="checkbox"/>
	N/A <input type="checkbox"/>
<p>SUBJECT OF COMPLAINT / ISSUE</p> <p>(TICK RELEVANT CATEGORY)</p>	DATA PROTECTION / PRIVACY / GDPR <input type="checkbox"/>
	FINANCIAL / PAYMENT <input type="checkbox"/>
	LEGAL <input type="checkbox"/>
	LICENSE / PERMIT <input type="checkbox"/>
	MARKETING / COMMUNICATIONS / SOCIAL MEDIA <input type="checkbox"/>
	SAFETY <input type="checkbox"/>
OTHER <input type="checkbox"/>	
<p>COMPLAINT SUMMARY</p> <p>(BRIEF SUMMARY OF KEY DETAILS RELATING TO THE INCIDENT)</p>	

<p>AS A RESULT OF MAKING THIS COMPLAINT, IS THERE ANY OUTCOME YOU WOULD LIKE?</p>	<p>YES <input type="checkbox"/> NO <input type="checkbox"/></p>
<p>IF YES, PLEASE PROVIDE DETAILS</p>	
<p>DO YOU HAVE ANY EVIDENCE TO SUPPORT YOUR COMPLAINT? (E.G. VIDEO FOOTAGE, WITNESS TESTIMONY, OFFICIAL RECORDS ETC.)</p>	<p>YES <input type="checkbox"/> NO <input type="checkbox"/></p>
<p>IF YES, PLEASE PROVIDE DETAILS</p>	

<p>COMPLAINANT DECLARATION</p>	
<p>I hereby declare that the details furnished above are true and correct to the best of my knowledge and I undertake to inform Motorsport Ireland of any changes therein, immediately. In case any of the above information is found to be false, untrue, misleading or misrepresentative, I am aware that I may be held liable.</p>	
<p>THE COMPLAINANT'S SIGNATURE</p>	<p>DATE</p>