

SSSRRL - COMPLAINTS PROCEDURE

Dear Rider and Supporter

If any rider, parent, league volunteer or spectator feels they have a genuine complaint/concern about anything that has happened during a league race, be it dangerous riding, unsuitable behaviour/language, be it a rider, official or a spectator. Please approach one of the Commissaires when he is free, present your complaint concern in a organised manner. We will then when free, discuss and investigate the complaint. Remember we always video the finish and will use this to help with any finish lines issues.

If you disagree with our findings, you should write to BC West Midlands and they will inspect our investigations. I think you all know us and over the years I think we have created a good team of clubs, riders, officials and helpers. There is a mutual respect for each other and this has made it more enjoyable for all the volunteers involved in running the league. I see this to be the main asset of the Road Race League and wish it to remain so.

There is no need for someone to get in our face, screaming, intimidating and harassing officials.

In the past it has been necessary to report a member of the public to BC for unreasonable behaviour and harassment at races. We also have had a riders being considered for disciplinary action regarding bad language/behaviour being used during an event.

I will not allow incidents like this to taint the years of work, good will and success you have all put in to make the league what it is today.

Mike Jackson BC COMMISSAIRE