



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.