

MPIO Report

Alf McMillan August 2021



MPIO - Key Activities - 2020/2021



During the past year, people who made contact with the VSA MPIO have received:

- Confidential and impartial information about their rights, responsibilities and options when making a complaint or raising a concern
- Careful listening to their concerns - that is, acting as a 'sounding board'
- Support as required

Other work has included:

- Developing communications material about child safety standards to raise awareness of the importance of protecting children in gliding activities
- Reviewing and discussing documents with other volunteers working on GFA Integrity policy and procedures