

# MPIO Report

Alf McMillan August 2022



# MPIO - Key Activities - 2021/2022



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:

- Preparation for, chairing of and reporting on a Special General Meeting of a gliding club with 45 members voting on 4 special motions
- Refresher training