

Complaints Procedure

All student feedback forms will be seen by the principal before they are filed. The Principal, or office staff on behalf of the principal should contact students who have listed a complaint to settle the matter as soon as possible. This is subject to students having left their name and contact details.

Any complaints which are not included on the feedback form must be made in writing (either by letter or via email) within 7 days of the event which gave rise to the complaint. Students are informed of this in the terms and conditions.

The principal and office staff on behalf of the principal must acknowledge receipt of the complaint by return as soon as possible and in no longer than two working days from receipt of the written complaint, provided the office is not closed on said days. This will be indicated by an out of office reply on emails.

Every effort will be made by the Principal/Chief Instructor to resolve any complaint as quickly as possible and the complainant should be kept updated with the action being taken.

If it is not possible to resolve such a complaint because further investigation becomes necessary, then the complainant will be advised accordingly in writing by letter or email. Every effort should be made to provide a time frame for any investigation.

The nature of any complaint will determine any action required but it may be necessary to speak with the skipper and other crew members in order to obtain a fair and balanced view.

Any complaint received by the RYA will also be dealt with as above.

At the completion of any investigation, the complainant will be advised in writing as to the outcome.