



## Complaints Handling Procedure

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These Guidelines set out the basic procedure to be followed when a complaint has been received;

- 01 Contact Yacht Sail Training, Unit 1, 1 Stepney Road, Ouseburn, Newcastle Upon Tyne NE1 2PZ, telephone (0191) 222 02012
  
- 02 Where your complaint is initially made orally you will be asked to send a written summary of your complaint
  
- 03 Once Yacht Sail Training has received your written summary of your complaint, you will be contacted in writing within seven days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
  
- 04 Within twenty one days of receipt of your written summary, we will write to you in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
  
- 05 If the complaint has not been resolved to your satisfaction we agree to the referral of your complaint to the RYA, Ensign Way, Hamble, Southampton SO31 4YA, telephone 023 8060 4100

11 December 2018