



## Herne Bay Sailing Club

### RYA Course Complaints Procedure and Form

Herne Bay Sailing Club's Training Centre strives to make the learning experience enjoyable, safe and to provide a high standard of training. If you have a complaint about any aspect of the course, please speak to your Instructor at the earliest opportunity. He/she will try to resolve it with you or, if appropriate, will inform the Senior Instructor. You may also speak directly with the Senior Instructor and he/she will try to resolve your complaint with you.

If you are not satisfied, please complete the form below and return to the Training Principal. The Principal will respond to you in writing and aim to resolve to your complaint. If your complaint cannot be resolved, you may take the complaint to Herne Bay Sailing Club's General Committee.

Name of Trainee	
Course date	
Course name	
Instructors	
Reason for complaint	
When did you first complain?	
Who did you speak to initially?	
How did the first person you spoke to try to resolve your complaint?	
Did you speak to the Senior Instructor?	
How did the Senior Instructor try to resolve your complaint?	
Signed	
Date	

