



# Cushendall Sailing and Boating Club

## Training Complaints Procedure

We aim to provide the best training from experienced instructors using RYA materials, but occasionally you might have a need to raise a concern

In the first instance you should raise your concern with the class instructor, however should you be dissatisfied with the response, you should follow the procedure below.

CSBC will deal with complaints in a serious and positive manner.

Should a course student (or parent) wish to make a complaint, s/he must:  
Speak to the member of staff concerned/in charge of the matter concerning the complaint.

Speak to another member of staff on the course (where applicable).  
Contact the complaints administrator at CSBC.

The complaints administrator can be contacted by any of the following methods:

- 1 Telephone: 07739773809
- 2 Email: [sailingschool@csbc.co.uk](mailto:sailingschool@csbc.co.uk)  
Address: Cushendall Sailing & Boating Club,  
Coast Road,  
Cushendall,  
Co. Antrim,  
BT44 0QW

If a complaint is made verbally it must be followed up in writing (email or post) within 7 working days.

CSBC will then start the following procedure:

- 1 A written acknowledgement (email or post) will be sent to the student / candidate / parent within 2 working days of receipt of the written complaint
- 2 The complaint will be fully investigated
- 3 A written response will be sent (by email or post) within 10 working days
- 4 Confidentiality will be respected as far as it is possible.

Every effort will be made to resolve the complaint in an amicable manner, to the satisfaction of all parties. Where a complaint is successfully upheld, immediate action will be taken to prevent a repeat. Information relating to this action will remain confidential within CSBC, unless for health and safety reasons it is necessary to involve the complainant.