



### HLSC COMPLAINTS POLICY





## **Complaints**

We realise, that sometimes we will get it wrong. When this happens, we value customer feedback, as we believe effective handling of complaints is vital in improving the quality in how we do things.

### **A complaint is**

An individual or organisation can make a complaint about the way they have been treated by the Club or by the actions of the Committee or a Club Member. We would not normally deal with complaints where there is another method for seeking a resolution i.e. a racing protest.

### **What to Do**

We ask that all Complainants should submit their complaint in writing (either by email or letter). Which will be acknowledged by return or, if this is not possible, at the earliest possible time. The acknowledgement will inform the complainant that we will be instigating an investigation and when they should expect to receive a response.

### **What we will Do**

We aim to have a formal response issued within 10 working days of the acknowledgement being sent. If this is not possible we will advise of the timescale of when we can reply.

We hope to resolve all complaints quickly and to everybody's satisfaction. If, however the Complainant feels the issue has not been resolved they can instigate the appeals process and should do this by notifying the Secretary at [info@hlsc.co.uk](mailto:info@hlsc.co.uk) within fourteen days of receiving the response.

The Club will take no further action once a complaint has been through the Appeals process. A Complainant who remains unsatisfied can contact the RYA at [admin@ryascotland.org.uk](mailto:admin@ryascotland.org.uk) or **0131 317 7388** who may consider their complaint.