
Ashore Sailing Complaints Policy and Procedure

If, whilst attending an Ashore Sailing Course you were unhappy with some, or part of the way the course was delivered, or your surroundings, or the facilities we provided failed to reach your expectations we would like to hear from you.

Our preferred options for any complaints you may have are listed below.

- If, from the start, and/or during the course you find you are dissatisfied with any aspect of the course please bring this to the attention of your Instructor who hopefully will be able to resolve your problems so you can continue to enjoy your time on your chosen course.
- If your Instructor cannot resolve the problem please contact Ashore Sailing Principal, Mark Davis, either in person or by telephone 07711 170 451, alternatively email mark@ashoresailing.co.uk
- Finally, you can contact RYA Training to make a formal complaint, Telephone 02380 604 181, Email training@rya.org.uk

It will always be our intention to resolve any complaints swiftly and to the satisfaction of you, our customer and all other persons concerned.

Reviewed January 2020

Principal: Mark Davis
Administrator: Debbie Davis
✉ enquiries@ashoresailing.co.uk
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