

Bowmoor Sailing Club

Comments and Complaints

If you have been less than fully satisfied with the service you have received, we would welcome your comments so that we can rectify the problem and improve our service in the future.

Different aspects our club offerings are dealt with in different ways.

If you have a comment or complaint about our Training Centre, please contact training@bowmoor.com.

If your comment or complaint relates to club activities and programmes, please contact sailing@bowmoor.com.

If your complaint relates to safeguarding, please contact safeguarding@bowmoor.com and refer to the [RYA safeguarding webpages What to do if you're worried | Safeguarding | RYA](#)

If you would like to report a safety incident or near miss, please use the RYA reporting webpage: [Reporting | Safety Management System](#)

If your complaint relates to something else, or you are not satisfied with the response you receive please contact commodore@bowmoor.com

Complaints should be submitted via email using the addresses above. We are not able to accept anonymous complaints.

What next?

A member of our team will acknowledge your comment or complaint. They will record the issue you raise and arrange for appropriate action to be taken. Action may include discussing the issue with the most appropriate member of our team or carrying out an investigation into the matter. They will ensure you are provided with a formal response within 30 days, although complex queries may take longer to investigate thoroughly. If this is the case, you will be provided with an update within 30 days. In some cases, it may be helpful for us to discuss the issues with you and/ or other interested parties on the phone. A record of your complaint and the steps taken to address your concerns will be retained to help us improve in the future. Sometimes, the issues raised may mean that it is more appropriate to address the issue under another process, you will be informed if that is the case.

If you are not satisfied with the reply you receive to a general comment or complaint, you should firstly discuss the matter with your point of contact. If you are still not happy with a response contact commodore@bowmoor.com.

Your complaint will be treated confidentially and any information you provide will be used and retained for the purpose of investigating and responding to your comment or complaint.