



Telford Sailing Club

Complaints Policy



Version 1.1: 8th Sept 2025.

Version Control

Version	Changes	Changes made by	Approved by / date
1.1	Revised Document Update logos	Manuel Greenwood	08/09/2025

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.

If you have a comment or complaint about Telford Sailing Club, please contact the Commodore, Dave Poole by email at info@telfordsailingclub.co.uk

If you do not receive a satisfactory response, please contact michelle.gent@rya.org.uk. Please be aware that the RYA does not act as a regulator of clubs and so while they welcome your feedback on clubs, they may not be able to take formal action as a result.

If you have a comment or complaint about the Telford RYA Training Centre, you should raise it directly with the Principal of Telford Sailing Club RYA Training Centre by email at training@telfordsailingclub.co.uk

If you do not receive a satisfactory response, please contact training@rya.org.uk

If you would like to report a safety incident or near miss, please email the details to info@telfordsailingclub.co.uk

The information we will require, in the event of a comment or complaint is below:-

Comments and Complaints Form; Please provide the following details

First Name	
Surname	
Phone Number	
Email Address	
Details of your Comment / Complaint	

We are not able to accept anonymous complaints.

What will happen next?

The Telford sailing Club Commodore, or the Telford Sailing Club Training Centre Principal will acknowledge your comment or complaint within 3 days. He 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 the Club team or carrying out an investigation into the matter. He will ensure you are provided with a formal response within 14 days. If this is the case, you will be provided with an update within 14 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.

Privacy statement

The personal information provided on the form will be used for the purpose of investigating and responding to your comment or complaint. If you are an RYA member or RYA customer, the legal basis for processing your information shall be contract. If you are not an RYA member or RYA customer, the legal basis shall be legitimate interest. Your information will be used and stored in accordance with the RYA privacy policy, available at www.rya.org.uk/go/privacy.