Royal Corinthian Yacht Club Ltd

Comments and Complaints Policy

If you have been less than fully satisfied with any service provided by the Royal Corinthian Yacht Club Ltd (the Club), we would welcome your comments or complaints so that we can rectify the problem and improve our service in the future.

What is the procedure for making a comment or complaint?

Comments or Complaints should please be submitted in the format set out below, as this will help us to resolve the issue as quickly as we can. We are not able to accept anonymous complaints*. Club staff have a separate Grievance Procedure set out in the Staff Handbook.

What will happen next?

A dedicated 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 a reasonable time after investigation. 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.

What happens if I am not satisfied with the outcome?

If you are not satisfied with the reply you receive to a general comment or complaint, you should discuss the matter with the Commodore. In some situations, your complaint may be referred to the Vice or a Rear Commodore.

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 a Club member, the legal basis for processing your information shall be contract. If you are not a Club member, the legal basis shall be legitimate interest. Your information will be used and stored in accordance with the Clubs Privacy Policy.

Comments and Complaints Form. Please provide the following details:

Name*(required):
I am a Club Member/I am not a Club Member [delete which does not apply]
Telephone*(required):
Email Address*(required):
Nature of comment or complaint*(required):