



NOMAD KAYAK CLUB – COMPLAINTS PROCEDURE

Nomad Kayak Club is committed to continual improvement and welcomes all types of feedback that supports us in developing the opportunities we provide. Our goal is to do the best we can but we recognise that occasionally things go wrong. We take all complaints we receive seriously and aim to resolve them promptly.

What will happen if you complain?

We will acknowledge your complaint immediately.

We aim to resolve complaints, following assessment and investigation as quickly as possible.

Most concerns can be resolved quickly but occasionally more detailed enquiries are needed, if this is likely, we will contact you with an update within 10 days of receipt and give you an expected date of response.

In the first instance, seek a resolution with the person with whom you have an issue. If you are dissatisfied with any aspect of the handling of the query we would encourage you in the first instance to talk to one of the members of the Club Committee. You can write or telephone, which ever suits you and ask your contact to review the problem with you.

If you remain unhappy with the outcome you receive it is possible that the full Club Committee may convene to discuss the issues raised.

The Committee will ultimately be in the position to have the final decision.



Record of Complaint

| | |
|--|--------------|
| Name of complainant: | Date: |
| Contact details of complainant | |
| | |
| Details and circumstances of complaint (including any action taken to date) | |
| | |
| Subsequent action taken | |
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