

Complaints Policy

- **Introduction**

We are committed to providing a high quality service to all our customers. When something goes wrong, we need you to tell us about it. This will allow us to put things right for you and to help improve our service for others in the future.

- **Making a complaint**

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve our service. We treat all complaints in confidence.

- **How you can make a complaint**

You can complain by:

- Speaking with your skipper
- Telephoning our offices on 0207 305 5000
- Emailing mikesurridge@bellasailing.com
- Writing to us at 22PointSix (Maritime) Ltd, BDM, Greenacre Court, Station Road, Burgess Hill, West Sussex, RH15 9DS.

- **How we handle complaints**

Your skipper will initially review the complaint while you are on the vessel. If you are not satisfied with how the complaint has been dealt with please contact our office as above. We will acknowledge a complaint within 5 working days and give you the name and contact details of the person investigating it. We will keep you informed about the progress of the investigation. We aim to have all complaints completed within 28 working days unless we agree a different time scale with you.

- **Time limits**

You should register a complaint as soon as you can after the date on which the event occurred. If you complain more than twelve months later, we may not be able to investigate properly. Consideration will, however, be given as to whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

- **If you are dissatisfied with the outcome**

At this stage, if you are still not satisfied, you should contact us again and we will arrange for a Director who has not had any dealings with your matter to review the initial decision. We will write to you within 28 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

- **If you are still dissatisfied at this stage**

- In the unlikely event that your complaint has not been dealt with by this stage you can contact the RYA training department and they will review both your complaint and our handling of the complaint.

