Downs Sailing Club Complaints Procedure.

We always aim to provide a high-quality environment for all our club members. However, we realise that on occasion members may feel that our high standards have not been met. If you are unhappy and would like to make a complaint please find below our complaint procedure.

All complaints should be made as soon as possible after the event and include as much detail as possible to help any investigation that follows.

- Complaints can be made via email or in writing to one of the club's Flag Officers or Secretary. If sent via an email please ensure that the subject of the email is "Complaint".
- All Complaints will initially be handled by the club's Flag Officers and the Secretary.
- On receiving a complaint Downs Sailing Club will fully investigate the complaint and take appropriate action.
- Downs Sailing Club will respond to the complaint as soon as possible, no later than one month from the date the complaint was made. This will be done via email.
- A record of the complaint will be kept for three years including the outcome of the investigation and any actions taken by Downs Sailing Club.

Club Flag Officers April 2025

Commodore	Brian Mumford	commodore@downssailingclub.co.uk
Vice Commodore	Phil Haldron	vicecommodore@downssailingclub.co.uk
Secretary	Debbie Richards	Secretary@downssailingclub.co.uk
Treasurer	Jo Thomson	treasurer@downssailingclub.co.uk