



Complaints Procedure

It is the intention of the Trustees of Westminster Boating Base that all complaints about service, staff or any other aspect of Base activities, should be dealt with promptly and in the fairest possible manner.

To that end:

1. If it is appropriate, please bring your complaint to the nearest **member of staff**, or **volunteer**, as promptly as you are able. Please try to remember if there are any witnesses to add further information about your grievance.
2. The Trustees are aware that this course of action may not be the preferred one – if for instance, your complaint is about that person. If that is the case please report your complaint to the **Chief Instructor**, or whoever is in charge that day.
3. Should this course of action not satisfy your grievance, then you should report the matter to the **Director, Alan Price**. If the Director is unable to resolve the matter he will report to the **Management Board** of Westminster Boating Base.
4. If you receive no satisfaction from these courses of action you will be entitled to, and encouraged to, put your case before the **Management Board** personally, or failing that, the **Trustees**.
5. At all stages in the resolution of your complaint, you will be entitled to complete **confidence**, both in the way in which you discuss your grievance with the relevant officers, and in the way in which records of your complaint are kept and recorded.

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Contacts:

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