



## COMMENTS OR COMPLAINTS FORM

The RYA aims to provide the highest standards of service to its members and customers. If you have been less than fully satisfied with the service you have received, we would welcome your comments and suggestions so that we can rectify the problem and improve our service in the future.

Please complete the attached form and return it, marked Confidential, to Jackie Reid, Administration Manager, at the address below. An acknowledgement will be sent within 3 working days of receipt. Your complaint will be fully investigated and a response will be sent within 14 days of receipt. If at that stage your complaint has not been resolved to your satisfaction, you may ask for it to be passed to the Chief Executive. All complaints will be recorded to enable us to monitor our performance.

For your own records, please retain this page and make a note of the date on which your form was sent.

RYA House  
Ensign Way  
Hamble  
Southampton  
SO31 4YA

Tel: 023 8060 4104  
E-mail: [comments@rya.org.uk](mailto:comments@rya.org.uk)  
Fax: 08445 569559

**RYA Comments or Complaints form**

Title: ..... First name: ..... Last name: .....

RYA membership no. ....

Address: .....

..... Postcode .....

Daytime phone number: .....

E-mail address: .....

**Nature of comment or complaint**

Please include the department or name of anyone at the RYA who has been dealing with this matter, if known. Continue on a separate sheet if required.

**Office use**

Date received	Response to be sent by (date)
Date acknowledged	Navision reference
Passed to (name) for action	
Response sent on (date) by (name)	
Return form to Administration Manager attaching copy of response	
Comments or further action required	