

# Complaints Policy

## **First Stage**

To help us investigate and address all complaints, we ask you to provide us with the following information:

- The reason for your complaint
- Where and when and what your complaint is about
- The names (s) of any involved (if known)
- What outcome you are hoping for
- Your contact details (name, address, daytime telephone number and/ or email)

You can contact us by email, letter or via our on line Voyage Crew Feedback Questionnaire.

Email:

[Kelly.turner@jst.org.uk](mailto:Kelly.turner@jst.org.uk)

Post:

Kelly Turner  
Customer Support Manager  
Jubilee Sailing Trust  
12 Hazel Road  
Southampton  
SO19 7GA

We will acknowledge your complaint within the following timescale:

- > Within 24 hours if you contact us via email/feedback questionnaire
- > Within 5 working days if you send us a letter

We will aim to respond to your complaint with a resolution within 10 working days.

## **Stage Two**

If, for any reason, you are not happy with the resolution of your complaint

Please set out clearly in writing or by email the details of the complaint, explaining why you were not satisfied with our response and what you would like us to do to put things right.

Our Customer Support Manager will send an acknowledgement within three working days and re-investigate your complaint and respond within ten working days.

## **Stage Three**

If you are not satisfied with our response and wish to take your complaint further, please inform our Head of Customer Support, Jon Woods, in writing (or in an email to [info@jst.org.uk](mailto:info@jst.org.uk)) within 28 days of receiving our reply.

Your complaint will then be passed to the relevant member of our senior management team who will investigate your complaint and will respond with their conclusions and any actions taken.

You can expect this to take a further 10 working days from the date on which we receive your letter or email.