Course Complaints Form | Wilsonian SC



The club strives to make learning experiences enjoyable, safe and provides the highest standard of training. If you need to raise a complaint about any aspect of the course, please speak to your instructor at the earliest opportunity.

Your instructor will try to resolve it with you, and if appropriate, will inform the senior instructor whom you can speak to directly who will endeavour to resolve your complaint.

If you are not satisfied with the outcome from the instructor and/or senior instructor, you can complete the form below and send it to the clubs RYA Training Principal at training.principal@wilsoniansc.org.uk who will respond within seven days to assist in resolving your complaint.

If you are not satisfied with this outcome from the Training Principle, you can raise a complaint to the clubs General Committee by emailing secretary@wilsoniansc.org.uk

If you are not satisfied with the outcome from the General Committee, you can request an independent arbitration by contacting the Royal Yachting Association (RYA) who will appoint an arbitrator to hear both sides of the case and make a binding decision within 28 days.

Please complete fully:

Course name:		Course date:	
Names of instructors and senior instructors:			
Details of your complaint:			
			Please use a separate sheet if necessary.
What was the name of the instructor you initially spoke to:		When did you speak to them:	
How did the instructor try and resolve your complaint?			
What was the name of the senior instructor you spoke to:		When did you speak to them:	
How did the senior instructor try and resolve your complaint?			
Name:	Signature:		Date:

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