

Ouse on Board – Complaints Procedure

Complaints Procedure

We hope your time with Ouse on Board is a memorable one and that you enjoy your time with us.

We will always gather feedback at the end of a course to help maintain and improve our high standards of teaching.

If however you feel that there has been something you are unhappy with that the feedback from doesn't cover there are further options.

In the first instance we would ask you to speak directly to our Chief instructor/Principle to resolve the issue. If you feel you are unable to do this or wish to speak with someone from the RYA please contact Training@rya.org.uk or visit <https://www.rya.org.uk/about-us/contact-us/comments-and-complaints>