

## WHAT TO DO IF YOU HAVE A COMPLAINT

Our goal is to give excellent service to all of our members but we recognise that occasionally things do go wrong. We take all complaints we receive seriously, and aim to resolve all of our members' problems promptly. To ensure that we provide the kind of service you should expect of us, we welcome your feedback.

### WHAT WILL HAPPEN IF YOU COMPLAIN?

- We will acknowledge your complaint within 5 working days.
- We aim to resolve complaints, complete any investigation as quickly as possible.

Most of our members concerns can be resolved quickly but occasionally more detailed enquiries are needed. If this is likely, we will contact you with an update within 10 working days of receipt and give you an expected date of response.

In the first instance, seek a resolution by the department dealing with your query.

If you are dissatisfied with any aspect of the handling of your query we would encourage you, in the first instance, to contact the department concerned. You can write or telephone, whichever suits you, and ask your contact to review the problem

If you remain unhappy with the decision you receive, you may write to the Delivery Centre Manager who will review the matter at a senior level and give a final decision.

If your compliant concerns assessment decisions for British Canoeing Coaching, Leadership or Personal Performance Awards then our Enquiries and Appeals Procedures or our Enquiries and Appeals Procedures for Coaching Paddlesport Courses may be applicable.