

Bray Lake Watersports Complaints Procedure

We always aim to provide high quality tuition and services for all centre users and customers. However, if you are unhappy about your experience at Bray Lake Watersports and would like to make a complaint please find below our complaint procedure.

- All complaints should be made as soon as possible after the event and include as much detail as possible to aid the investigation.
- Complaints can be made face to face, over the phone, via email or in writing.
- All complaints will initially be handled by Simon Frost or Andy Crocker.
- On receiving a complaint Bray Lake will fully investigate the complaint and take immediate action required.
- Bray Lake Watersports will respond to the complaint within 28 days of the date the complaint was made. This can be done in writing or via email should the complainant request this.
- A record of the complaint will be kept for three years including the outcome of the investigation and any actions taken by Bray Lake Watersports.

If you are unhappy with the outcome of the complaint, depending on the nature of the complaint you can speak to one of the teaching governing bodies, RYA, British Canoeing or BSUPA.