



**SAIL TRAINING  
IRELAND**  
SAIL, TRAIN, LEARN, LIVE ...

6 St James Tce.  
Offices Rear Basement  
Malahide  
Co Dublin  
K36 Y972  
+353 1 8454773

info@sailtrainingireland.com  
www.sailtrainingireland.com

Patron: Michael D. Higgins, PRESIDENT OF IRELAND

## Complaints Procedure

Sail Training Ireland aims to provide high quality services which meet your needs. We believe we achieve this most of the time. If we are not getting it right, please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation.

### **If you are not happy with Sail Training Ireland, please tell us.**

If you are unhappy about any of Sail Training Ireland's service, please speak to the relevant staff member, manager or the C.E.O.

If you are unhappy with an individual in Sail Training Ireland sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, then speak to the staff member's manager or the C.E.O.

Often we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

Directors: Seamus McLoughlin; Chairman, Irish Representative on International Council of Sail Training International, Hugh Tully; Commodore Michael Malone, Flag Officer Commanding Naval Service, Grainne Arntz, Peter Crowley, Muiris Shanahan, Ciaran Callan, Brian Spain, Robert Barker.

Company Sec. Judy O'Beirne

CEO: Daragh Sheridan

International Ambassador of Goodwill: Sean Flood; Ret. Director

Registered Charity Number: 20079406

Company Number: 494483

Charity No: CHY 20067

6 St James Tce.  
Offices Rear Basement  
Malahide  
Co Dublin  
K36 Y972  
+353 1 8454773

info@sailtrainingireland.com  
www.sailtrainingireland.com

Patron: Michael D. Higgins, PRESIDENT OF IRELAND

## **Making a written complaint.**

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Complaints Officer at the address above.

You may also download a copy of our official complaints form from our website [https://www.sailtrainingireland.com/our-policies/complaints form](https://www.sailtrainingireland.com/our-policies/complaints-form) and submit that.

All written complaints will be logged. You will receive an email or written acknowledgement within five working days.

The aim is to investigate your complaint properly and give you a reply within fifteen working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered. **If after we have responded you are not satisfied, please write to the Chairman who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.**

Finally, please also let us know if you are happy with Sail Training Ireland's services.