

Sussex Yacht Club Bar & Stow's Restaurant - Complaints & Feedback Policy

We will always strive to ensure your experience in the Bar and Stow's restaurant is a positive one. However, in the event you are dissatisfied with any aspect of the service or the offering from us, please use this process to register your complaint to us.

We value your feedback on our Bar and Stow's restaurant services, letting us know about your customer experience is important to us. We also like to know when we have got it right and welcome suggestions for improvement.

Comments or complaints about the Bar and Stow's Restaurant will be reviewed by the Club Steward who will write and let you know what they will do as a result of your feedback.

Compliments are a good way of letting someone know what they have done well. They will be brought to the attention of Club Steward, Rear Commodore Operations and the member of staff involved.

Feedback Procedure – how we will deal with your complaint

There are two stages to our complaints procedure:

- **Stage 1:** You should make your complaint in writing to the Club Steward who will receive the details and take any appropriate action.
- **Stage 2:** If you are not happy with the response you can ask for the Rear Commodore Operations to review your complaint.

All complaints will be fully investigated and we will respond within ten working days. If we are unable to do this, we will let you know there will be delay and how long it will take to respond.

All complaints should be made in writing (email is fine) and not verbally or via social media, and will be responded to in writing.

If your complaint is regarding a member or members conduct please refer to rule 3 of the Sussex yacht Club Rules book.

If your complaint is about the Steward it should be sent to the Rear Commodore Operations.

Bar Steward – Natalie Stansell steward@sussexyachtclub.org.uk

Rear Commodore Operations – Sue Large
rearcommodoreoperations@sussexyachtclub.org.uk