



Sailability Hong Kong Limited

Complaints Policy and Procedures

Policy

To provide clear guidelines on the structure of the complaints procedure.

Our policy is to resolve complaints quickly and, where possible, to retain satisfaction by everyone involved whilst learning and amending procedures/policy if needed.

Applicability

This policy applies to all members of the Sailability Hong Kong Limited Team who may receive complaints,

This policy will remain in place for one year before review.

Procedure

What to do if receiving a complaint via Sailability Hong Kong Limited Staff, via Hebe Haven Yacht Club or clubs or premises we are at.

Take all complaints seriously.

1. You are an important and valued member of the Sailability Hong Kong Limited Team and you are not expected to handle complaints. Only attempt to resolve the complaint personally if you feel able and comfortable to do so and the complaint does not involve you personally.
2. Record as much of what is said and done by writing it down to include the complainant's name, contact details and details of the complaint itself – along with anything that you have said or done to resolve the issue. Include any names and contact details of witnesses. Even if you resolve the problem satisfactorily, please record the complaint and the actions taken as we may learn valuable lessons from it in how we operate.
3. Advise the complainant that the complaint will be looked in to and they will be informed of the progress.
4. The person receiving the complaint should email the details to the CEO who will investigate the complaint.
5. During training, the instructor or volunteers will inform the In-Charge verbally at the time who may be able to resolve the complaint with the complainant. The In-Charge will make a written record as above and email this to the CEO. If not resolved, the CEO will look into the complaint.

In-Charge or Instructor

1. The In-Charge or instructor may be the first person dealing with a complaint and may resolve it quickly and easily to everyone's satisfaction. However, there may still be lessons learned from the experience so still collect the information and email on as above.
2. The In-Charge should contact the complainant as soon as possible to resolve the complaint satisfactorily, if it has not already been resolved by the instructor. If the complaint concerns Hebe Haven Yacht Club (HHYC) this would be referred to one of the HHYC General Committee Members who will look into the complaint. Ensure that you have understood the complaint and the outcome the complainant is expecting.
3. You may be the recipient of the complaint yourself or even the cause of a complaint. In such cases always escalate the complaint to the next level and do not try to resolve the problem yourself. (If it concerns a chief instructor, the CEO will review. If it concerns the CEO, the Chairman will review.)
4. The person receiving the complaint must immediately acknowledge that a complaint has been received and give a timescale in which they will get back to the complainant with a progress report or outcome. This timescale can be repeated until an outcome is achieved. You will listen to the complainant and record any further information.
5. Where the complaint involves a witness/second party the CEO will contact that person and seek their views as appropriate, making no judgements in doing so.
6. Any complaints of a serious nature, harassment, bullying, etc must be immediately notified to the CEO. This protects our charitable organisation and ensures serious issues are escalated and dealt with appropriately, including the involvement of outside authorities where required.
7. If the CEO cannot resolve a complaint it must be escalated to the Sailability Hong Kong Limited's Board of Directors.

CEO/ Board of Directors

1. The In-Charge may feel it is necessary to involve the CEO or the Board of Directors in the proceedings, if the CEO is not available.
2. Once the issue has reached its conclusion, it is in the best interest for everyone involved to leave the matter there. Sailability Hong Kong Limited may however, learn valuable lessons as a result of the complaint and it is for the Board and Team to analyse and act upon these lessons.

Appeal

1. A request for an appeal can only be made if the initial evidence is incorrect or missing. A request cannot be made because the outcome is not to their liking.
2. A minimum of two people will investigate the appeal. This will be from a level higher than those looking into the complaint who have not previously been involved. Any new information will be collected.
3. The process may be in person or by a virtual meeting.
4. A non-verbal witness may be present although this will not be a solicitor.

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