



Complaints Procedure



Paddles Up Training Complaints Procedure

Content

Introduction	3
What will happen if you complain?	3
How to make a complaint/ Complaints Procedure.....	3
What can I do if I am unhappy with the outcome of my complaint?.....	4
Policy Review Arrangements	4
Contact us	4
Further Reading	5

Introduction

It is the goal of Paddles Up Training (PUT) to provide excellent customer service, awards and products but we recognise that occasionally, things do go wrong. We take all complaints we receive seriously and aim to resolve all problems promptly. To ensure that we provide the kind of service you should expect of us, we welcome your feedback. This document outlines the process followed when we receive complaints and what to do if you are unhappy with the outcome

What will happen if you complain?

We will acknowledge your complaint within 5 working days.

Whilst most concerns can be resolved quickly, occasionally more detailed enquiries are needed. Within 10 working days of receipt, we will contact you with a response or an update giving you an expected date of response.

How to make a complaint/ Complaints Procedure

If you are not happy with your experience with PUT we would encourage you to:

1. In the first instance, you could try to seek a resolution with the course provider or the member of staff you are working with.
2. If the issue has not been satisfactorily resolved you can escalate your complaint by writing to coaching@paddlesuptraining.com
3. If you remain unhappy with the decision you receive, contact darryll.shaw@paddlesuptraining.com, Paddles Up Trainings Responsible Officer.



What can I do if I am unhappy with the outcome of my complaint?

If your complaint concerns assessment decisions for Coaching, Leadership or Personal Performance Awards then our [Appeals Procedures](#) may be more applicable.

If you are not happy with the way your complaint has been dealt with, you can consider escalating it to [British Canoeing Awarding Body](#).

Policy Review Arrangements

We will review this policy on an ongoing basis as part of our continuous improvement activity and revise it as and when necessary in response to customer and learner feedback, changes in our policies and processes and actions from allegations.

In addition, we may update this policy in light of operational feedback to make sure our arrangements for dealing with suspected cases of malpractice and maladministration remain effective.

Contact us

If you have any queries about the contents of the policy, contact our customer service team:

Tel: 0300 0119 500

Email: coaching@paddlesuptraining.com

Darryll Shaw

Paddles Up Training Responsible Officer



Further Reading

[Appeals Procedures](#)

[British Canoeing Awarding Body](#)