Cardigan Bay Watersports

Customer Complaint Policy and Form

Details of the complaint and details for the complainant should be taken and to the Centre Manager.

In the event that the complainant is unsatisfied with the Centre Manager’s response, the complaint may be escalated to the Board of Trustees.

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| --- | --- |
| Date of complaint |  |
| Customer name |  |
| Customer phone no. |  |
| Customer email |  |
| CBW contact |  |
| Description of complaint |  |
| Date |  |
| Centre manager action |  |
| Date |  |
| Customer feedback |  |
| Further action |  |
|  |  |