



Sailship TLL – Concerns and Complaints Policy

CEO CHAIR OF THE BOARD OF TRUSTEES	Elizabeth Barritt Trevor Cottee
Effective from	11/02/2025
Next review date	10/02/2026

CEO: Elizabeth Barritt Trustees: Elizabeth Barritt, Joanna Weller, Duncan Newport, Trevor Cottee.

Sailship Training & Learning for Life

Registered Company Number: 09235505

Registered Charity Number: 1174081

Registered address: Gertrude Benson House, 28 Middleton Road, Sudbury, Suffolk, CO10 7NT



Compliments

These are always welcome and very encouraging to tutors and staff. Sailship encourages feedback or opinions from trainees, participants and parents/carers. In practice this dialogue is continuous, sometimes directly and also indirectly.

Concerns

It is natural that parents/carers/trainees/participants may, occasionally, be concerned about an aspect of their relative/client's training/learning or welfare at Sailship. This could include issues concerning the charity's approach to aspects of training, learning, behavioural problems or any other issue.

Sailship welcomes enquiries from parents/carers/professionals about any matter. Managers, Tutors and staff will explain, or direct to the right person, the Sailship practices, policies, and how they affect trainees/participants.

The vast majority of concerns will be handled by the Operations manager or by the relevant tutor, or alternatively by the CEO, if this is more helpful. If in doubt, keep asking until you are completely satisfied as all staff are eager to help.

The usual format is to speak to the trainee's/participant's Tutor in the first instance, or to contact the admin office (admin@sailship.org.uk) to arrange an appointment to discuss your concern with whoever you wish. At all times the staff will help to resolve a problem.

If occasionally parent/carer/trainee/participant feels they must state their concern formally, this too is not a problem. The charity has defined procedures for handling complaints so don't be embarrassed if you feel an issue warrants more attention.

Complaints

The procedure is again to speak to the relevant Tutor in the first instance or contact the admin office (admin@sailship.org.uk) to arrange an appointment to discuss your complaint with whoever you wish.

Sailship follows the Local Authority (Essex County Council) guidelines when handling concerns and complaints. It would be unusual to deviate from these procedures but the charity always retains discretion in these matters.

In summary, the nationally accepted procedure is divided into three stages:

Stage 1 aims to resolve the concern through informal contact at the appropriate level.

Stage 2 is the first formal stage where written complaints are considered by the CEO or a designated Trustee, who has responsibility for dealing with complaints.

Stage 3 is the next step once Stage 2 is complete. It involves a complaints review panel of Trustees. Such a panel may be offered at the discretion of the Chair of Trustees.



If you are unhappy with the outcome or your complaint, or the way it has been handled at level, you can contact the Chair of Trustees via CEO (Chief Executive Officer) or if your complaint involves the CEO via the Safeguarding Officer. These details can be obtained from the admin office (admin@sailship.org.uk)

All staff are familiar with the guidelines and have a duty to help anyone needing advice. Please don't feel you are making a fuss. These procedures have been carefully compiled and their reference, however rare, is routine to help trainees/participants/parents/carers/professionals.

Elizabeth Barritt MA/QCG/BA(Hons)

Sailship Trustee/CEO

Trevor Cottee MBA/MSc/Lt.Col.(retd)

Sailship Chair of Board of Trustees