

INTERNATIONAL YACHT TRAINING WORLDWIDE

PRIVATE AND CONFIDENTIAL COMPLAINT/GRIEVANCE/APPEALS FORM and PROCEDURE

International Yacht Training Worldwide aims to provide the highest standards of service to its member schools, candidates and customers. If you have not been fully satisfied with the services you have received, believe that a decision regarding your training was made unfairly, or believe there is an issue or grievance that you would like addressed please follow the procedure on this form.

The form is in 2 parts:

1. Outlines the Complaint, Grievance or Appeal; To be completed in full by the complainant

The purpose of this section is to **OUTLINE THE COMPLAINT/GRIEVANCE/APPEAL** and to advise IYT IMMEDIATELY this form is received by the school that a dispute is pending and outcomes need to be monitored

A copy of Part 1 must be sent to IYT W as soon as possible after it has been submitted to the school. IYT will monitor the complaint and rectification procedure until finalisation.

2. The record of action/s taken and how the issue was concluded. To be completed by the school and signed by both parties

The purpose of this section is to record all the action/s including any outcomes, etc. arising from the process and these should be recorded and be submitted to IYT even if it is a small complaint with little action required to conclusion. If necessary, there may be only one line to say "resolved", with how it was resolved and signed by all parties involved.

For more complex issues, a detailed description of the actions and outcomes should be recorded in writing on the form or attached to it, including signed acceptance by both parties that the matter is resolved.

IYT will then know that all has been accepted by all parties and finalised with the matter closed.

In the event that a satisfactory agreement between the school and complainant is not able to be achieved, IYT will become involved and may appoint a local agent to investigate and solve the issue. This will be at the cost of the school if it is found to be their fault or that the process was mishandled by the school.

The information contained in this form is for the sole use of the Management of International Yacht Training Worldwide and will be treated in the strictest of confidence. Only under exceptional circumstances will any of this information be released, shared, reprinted, copied or transmitted by any form to a third party, eg the MCA or other Approving Organisation and only then if it is material to an enquiry by that Approving Body/Organisation.

Once a Complaint/Appeal is made IYT WW reserves the right to interview all and any parties concerned, including (if it concerns a Membership School) the management, instructors and Examiners. The Training Board will submit a report and recommendations to the Management of IYT WW and the person/s making the Appeal.

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Send to: International Yacht Training Worldwide
Suite 482, 9-3151 Lakeshore Road, Kelowna, British Columbia V1W 3S9
Canada
Phone +1 (778) 477-5668 Fax +1 (778) 477-5526

Part1Complaint Section **Person making complaint**

Completed by: _____ **Print appellant Name**

Date completed: _____

Appellant Contact Details: _____ **Phone Number**

_____ **E mail Address**

_____ **Other contact details**

Address: _____

School Name _____ **Print School Name**

School Principal: _____ **Print Name**

In order for the Management of International Yacht Training Worldwide and Training Board to evaluate the circumstances the Appellant must complete as fully as possible all the information contained on this form and submit any relevant documents, photographs and other materials.

All complaints by candidates, instructors or examiners regarding course conduct, facility operations, or other matters should initially be addressed the Principal of the School concerned. A confirmation of receipt should be sent and a copy emailed to IYT Was soon as possible but within a maximum time of 5 working days.

On receipt of the Complaint/Appeal form and any other relevant documents, the school principal will consider the contents and make every effort to resolve the complaint/appeal as soon as possible. Should it not be possible to resolve the complaint/appeal to the satisfaction of all the parties concerned within 14 days of receipt of the complaint/appeal then the matter shall be forwarded to IYT W for their consideration. A written determination shall be made within 30 days of receipt by IYT W and will be final and binding.

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PART 1 of the form needs to be completed in detail and treated with urgency by the person responsible for lodging the form so that facts are not left out or forgotten. However, the form should be signed by both parties, if possible, in recognition of the facts being correct.

Full details of the complaint:

Date/Location of event/course or action: _____

Nature of event/result or action: Outline only, a full written description of the issues should be attached to this form

Any other relevant details: _____

Any other parties who witnessed event/s, list contact details:

List any other documents attached: _____

Signed: _____

Print Name: _____

Date: _____

- COPIES:**
- 1 for Complainant**
 - 1 for School**
 - 1 To be sent immediately to IYT**

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Part 2 Action section **School principal to complete as a Record of Actions taken and resolution/s**

NOTES:

- 1.** It is **advised that no discussions be undertaken by a school representative with the person making the complaint** unless a willing third party is present as witness to what is said
- 2.** If the school involved in the dispute finds that it is unable to handle the complaint at any time, they must refer to IYT W immediately and, if required, IYT W may be required to nominate a representative to become involved. **This action will be at the cost to the school.**

No resolution can be verbal. The resolution must be written and a statement that both parties accept the resolution must be on this part of the form and confirmed by signature of both parties.

Please use a separate sheet/s of paper if the content is too large for the space

Date/Location of hearing: _____

Parties present Include full name and address/contact details:

Witnesses to the incident, if any Include full name and address/contact details:

Full detail of the discussions:

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List summary of the facts:

List Conclusions Reached:

List Proposed resolutions/s and actions by both parties:

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Both parties agree to and accept the above facts, resolutions and outcomes

Principal Signed: _____ **Date:** _____

Complainant Signed: _____ **Date:** _____

If there is no resolution, this must be stated and a list of what the outstanding issues are must be submitted urgently to IYT W for consideration. If there is no resolution, IYT W committee will then be forced to step in and resolve the situation.

A final completed copy of this form including all parts and supporting documents, signed by both parties, must be submitted to IYT W once a resolution of the complaint is made.

Final COPIES: **1 for Complainant**
 1 for School

1 To be sent immediately to IYT