

COMPLAINT/GRIEVANCE/APPEALS FORM

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.

Complaints may be made by students, instructors, examiners or other.

Complaints sent directly to IYT:

Either email IYT at support@iytworld.com or complete the form on following pages.

- IYT will reply advising receipt of complaint and that we will be reviewing with the school owner.
- IYT will contact school owner and/or instructor providing the complaint and ask for their version of events, etc.
 - IYT sends either the email received, or this completed form to school owner.
 - If the student wishes to remain anonymous, IYT will not disclose any personal information about the complainant to the school/instructor.

Complaints sent directly to school owner:

If complainant complains directly to the school, we ask the school owner to advise us of the complaint and the school owner should ask the complainant to please document the incident by either emailing us at support@iytworld.com or completing the form on following pages.

- IYT will reply to complainant advising receipt of complaint and that we will be reviewing with school owner.
- IYT will ask school owner and/or instructors to provide their version of events, etc.

Subsequent Actions:

- IYT (Operations Manager and/or QMS Manager) will try to resolve the issue between the two parties.
- IYT may ask an IYT Auditor to interview the complainant and school owner or instructor involved in the complaint.
- IYT will advise the complainant of our findings and hopefully resolve the issue.
- The complainant may of course challenge our decision, at which time we repeat the process until an amicable decision has been agreed upon.

Consequences for Schools and Instructors:

- If there is evidence that the instructor has broken any of the rules outlined in our “School & Instructor Manual” and/or the “IYT Instructor Membership Agreement” the instructor’s Membership/Qualification *could* be suspended depending on severity.



IT IS IMPORTANT TO REMEMBER THAT THERE ARE ALWAYS TWO SIDES TO EVERY STORY THEREFORE WE MUST CONSIDER INPUT FROM BOTH CAREFULLY.

Please complete the following information so we may assist in resolving your grievance:

Completed by: _____

Date completed: _____

Complaint Form Number: (to be completed by the ISO QMS Manager) _____

In order for the Management of International Yacht Training Worldwide to evaluate the circumstances the complainant 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.

Student or Complainant's Details:

If the complainant is not a student, please disregard the Account ID information request

Name as on IYT Account ID	
IYT Account ID	
Email Address	
Phone (if available)	
Do you wish to remain Anonymous?	

School/Instructor/Examiner for Complaint is Made Against:

School Attended	
School Principal Name (if known)	
Instructor Name	
Examiner Name (if applicable)	

Full Details of The Complaint:

Date of event	
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Location of event	
Course Name (if applicable)	
Vessel Make/Model (if applicable)	
Vessel Name (if applicable)	
Power or Sail – note engine type (if applicable)	
Notes other parties who witnessed event and contact details if available	
Please give details of events/complaint	

