

Complaints Procedure

Introduction

This policy is designed for customers who have enrolled on any Lesson/tour/rental with Cork City SUP, It details the procedure to follow when making a complaint.

Cork City SUP values customers feedback and would like to be made aware of instances where our level of service has not met expectations.

All complaints will be taken seriously and dealt with in strict confidence until a resolution has been concluded. Customers will not be disadvantaged by making a complaint.

Procedure for Complaints

- The complaint should be submitted to the Muirti O Cearnaigh in writing with supporting evidence where possible.
- Written correspondence can be sent through email to Muirti O Cearnaigh or a letter addressed to Mikes Cottage, Lissanisky, Cobh, Cork
- The complaint shall be reviewed initially by A confirmation email will be sent within 14 days to confirm that the complaint has been received; we then aim to fully respond to all complaints within 28 days

Review arrangements

Cork City SUP will review the policy annually and revise it as and when necessary in response to customer and learner feedback, changes in our practices, actions from the regulatory authorities or external agencies or changes in legislation.

- If you would like to feedback any views, please contact us via the details provided - info@corkcitysup.ie or 086 2597688