



Comments or complaints

Northampton Sailing Club aims to provide the highest standards of service to its members and customers. If you have been less than fully satisfied with the service you have received, we would welcome your comments and suggestions so that we can rectify the problem and improve our service in the future.

Please contact the Sam Butts (Club Manager) on

Phone: 07483 126148

Email: sam@northamptonsailingclub.org

An acknowledgement will be sent within 3 working days of receipt. Your complaint will be fully investigated, and a response will be sent within 14 days of receipt. If at that stage your complaint has not been resolved to your satisfaction, you may ask for it to be passed to the RYA. All complaints will be recorded to enable us to monitor our performance.