

Complaints procedure

At Waterski and Wakeboard Scotland (WWS) we pride ourselves on the high quality of service we provide for all our customers and towed watersports enthusiasts.

However, if you have any concerns or comments regarding any aspects of our service, we will address these as a matter of priority.

We welcome all feedback, both positive and negative, and regard this as an opportunity to learn and improve our service in the future. We will not react unnecessarily defensively, and your confidentiality and access to our services will, wherever possible, be protected.

How do I complain?

You can make a verbal complaint directly to any member of the staff or any of our WWS directors. For written / email complaints see below.

How will my complaint be handled?

Verbal

A verbal complaint will be logged by the member of the team you talk to, and we will try and resolve your concerns at the time. If this is not possible, your details will be taken and an appropriate period of time advised when you will be contacted with a resolution to your complaint.

Written

You can make a complaint in writing or email marking it for the attention of the “Chief Operating Officer” :

“Chief Operating Officer”
Waterski and Wakeboard Scotland
Townhill Country Park
Townhill,
Dunfermline
KY12 0HT,
United Kingdom
+44 (0) 1383620123

E-mail: service@waterskiandwakeboardscotland.co.uk

It will be handled as outlined below:

An acknowledgement letter of your complaint will be sent to you within 5 working days.

A full response will be provided to you within 20 working days.

If we think there will be a delay in providing a full response, we'll let you know, and we'll keep you updated with the progress of your complaint.

What do I do if I'm not satisfied with the complaints process?

If you're not happy with how your complaint has been handled, then please get in touch with our board chairman (Callum Mark), who can be contacted at callum@advholdings.co.uk

What do I do if I'm not satisfied with the outcome?

If you remain dissatisfied with the outcome of your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

Please note that the SPSO cannot normally look at:

a complaint that has not completed our complaints procedure (so please make sure it has done so before contacting the SPSO)
events that happened, or that you became aware of, more than a year ago
a matter that has been or is being considered in court.

You can contact the SPSO:

In Person:
SPSO
4 Melville Street
Edinburgh
EH3 7NS

By post

SPSO
Freepost EH641
Edinburgh
EH3 0BR

Freephone: 0800 377 7330
Online contact www.spsso.org.uk/contact-us
Website: www.spsso.org.uk
Mobile site: <http://m.spsso.org.uk>

Review

This policy will be reviewed every three years.

Endorsement

This policy was approved by the WWS Executive Board in September 2019.