



Customer Satisfaction Questionnaire

To help us evaluate and improve our service please complete the following questionnaire. These forms are also made available to the RYA for school performance monitoring purposes.

How do you rate the quality of the information provided prior to starting your course?

Very Poor Poor Adequate Good Very Good Excellent

How do you rate the quality of our service prior to starting your course?

Very Poor Poor Adequate Good Very Good Excellent

How do you rate the safety briefing you received?

Very Poor Poor Adequate Good Very Good Excellent

How do you rate the quality of the instruction you received?

Very Poor Poor Adequate Good Very Good Excellent

How do you rate the content of the course?

Very Poor Poor Adequate Good Very Good Excellent

How do you rate the standard and cleanliness of the yacht you used?

Very Poor Poor Adequate Good Very Good Excellent

How do rate you the food that you ate onboard?

Very Poor Poor Adequate Good Very Good Excellent

What was your favourite part of the course?

What was your least favourite part of the course?

Any further comments?

Name

Date

Course

Many thanks

If you are dissatisfied with the service and/or facilities provided by us you shall, in the first instance, verbally explain the cause of your dissatisfaction to your Instructor. He/she will endeavor to solve the dispute. Should their solution be unacceptable to you the matter should be discussed with the Principal of the school as soon as reasonably practical. If the Instructor or school are unable to resolve the dispute the matter should be referred to the RYA Training Department for their adjudication.