



Nautic-Academy.at

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Adr.: Bahngasse 20, 2700 Wr. Neustadt

Comments and Complaints

Nautic Academy aims to provide the highest standards of service to its customers.

If you have been less than fully satisfied with the service you have received, we would welcome your comments so that we can rectify the problem and improve our service in the future.

- At first please **talk to your trainer as soon as possible**.
He will try to find a good solution for you.
- If this is not possible you should send a written report to the office:
E-Mail: office@segeln.co.at
An acknowledgement will be sent within 2 working days of receipt.
Your complaint will be fully investigated and a response sent within 14 days of receipt.
- If you prefer you can contact me immediately: +43 664 3389009
Every day between 09:00 and 20:00
- If your complaint has not been resolved to your satisfaction by our office, you may contact the RYA as well
training@rya.org.uk