



Patrons: Anya Sainsbury CBE, Sir Anthony Dowell CBE, Kevin O'Hare CBE, Michael Nunn OBE, William Trevitt OBE.

Director Cira Robinson Founder David Gayle

Complaints Policy and Procedures

If you need to make a complaint:

The respected individuals assigned to deal with complaints are:

- Kathryn Young, Operations Manager
- Skye November, Course Coordinator and Social Media Manager

Tel No: 0739 404 9350

Email address: info@ybss.co.uk

How and where to complain

We do everything we can to make sure our customers get the best experience and service possible.

If you're not completely happy with our service we'd like to hear about so we can do something to put it right.

We want to:

- Make it easy for you to tell us what went wrong.
- Give your complaint the attention it deserves
- Resolve your complaint fairly without delay; and
- Make sure you are satisfied with how your complaint was resolved.

If you are not satisfied with any aspect of our service, you can tell us about your complaint in the following ways:

- By telephone- Call us on 07394 049350 during our office hours (Monday – Friday, 9am- 5pm)
- By email- info@ybss.co.uk

How long will it take?

We will use reasonable efforts to reply within three business days. If you need to contact the director, Cira Robinson, please allow between 5-7 days for a reply.

We will aim to resolve your complain thoroughly and efficiently.

Approved by the Board of Trustees, March 2025

Date of next review, 2026