



YACHTING

MCA Certified Recruitment and Placement agency

## Complaints Procedure

### Complaints Procedure

At A-Z Yachting we pride ourselves on our crew-friendly policies. We aim to provide the crew with an open transparent service that supports both our clients and the crew we introduce. If you feel we have fallen short of these high standards then please be assured that we will take your concerns seriously.

If you have a complaint about A-Z Yachting, please write to Zsafia Kiss Horti at:

A-Z Yachting Ltd. Registered No. 11762807, 2-8 Towngate House, Parkstone Road, Poole, BH152PW, UK.

Alternatively, you can e-mail [info@a-zyachting.com](mailto:info@a-zyachting.com) or call +44 (0)7861818118 outlining your concerns.

On receipt of your complaint...

We will send you a letter or email, acknowledging your complaint and confirming its receipt. You should expect to receive this confirmation within 7 working days of us receiving your complaint.

We will then record your complaint in our central register and start to investigate on your behalf. This is likely to involve the following steps:

- (i) Examining your records to ascertain the sequence of relevant events
- (ii) Asking the member of staff with whom you dealt to provide a written response

A full response to your complaint will be drafted by Zsafia Kiss Horti or the recruiter who is dealing with your file. If appropriate, Zsafia Kiss Horti may wish to discuss the events surrounding your complaint directly with you, and, if appropriate, offer an apology.

We aim to acknowledge, investigate and resolve all complaints within 21 working days of receipt. Any unresolved complaints will be brought to MCA attention immediately by us and seafarers must have the right to contact directly to the MCA UK. [mlc@mcga.gov.uk](mailto:mlc@mcga.gov.uk)

If you are dissatisfied with any aspect of the way in which your data is processed you may, in the first instance refer the matter to: [info@a-zyachting.com](mailto:info@a-zyachting.com) This does not affect your right to make a complaint to the Information Commissioner's Office: <https://ico.org.uk>

#### On-board complaint procedure

-under the MLC all seafarers have a right to decent working and living conditions board a ship, fair terms of employment and a safe and secure workplace.

if you have a complaint about your boat please bring it to the attention of your supervisor within 5 days. If the supervisor cannot solve the complaint, you may refer the complaint to the captain. If the complaint cannot be resolved on board within 10 days you may refer the matter to a Designated Person Ashore.

Try to resolve a complaint at the lowest level possible.

#### Onshore complaint procedure

a complaint may be reported to an authorized officer in the port at which the seafarer's ship has called.

The authorized officer shall undertake an investigation, where appropriate, seek to promote a resolution at the shipboard level.

-if the complaint has not been resolved by the authorized officer, shall notify the flag state.

If any investigations of complaint, the authorized officer should give a master, or shipowner a proper opportunity to make known their views.

A-Z YACHTING LTD.RESERVES THE RIGHT TO CHANGE OR AMEND OUR COMPLAINTS PROCEDURE WITHOUT PRIOR NOTICE.

Last Revision: January 2023.

**A copy of our Complaints Procedure is available upon request.**