



COMPLAINTS POLICY

We endeavour to provide excellent services to our Clients and Crew.

If you have a complaint related to employment and/or onboard compliance with the Maritime Labour Convention please first follow the process set out in your Employment Agreement and/or the onboard complaints process of the vessel.

If you have a complaint relating to our services please follow our complaints process:

Complaints Process:

1. To enable us to undertake a fair and accurate investigation please lodge your complaint as soon as possible after the events giving rise to the complaint. Complaints should ideally be lodged within 7 days of an incident or of the matter coming to your attention. We note that it may impact our ability to conduct a fair and accurate investigation of the complaint if it is lodged outside this time frame.
2. Please explain the complaint in as much detail as is possible, using any of the following methods:
Email:
In writing to:
Telephone:
Please ensure to provide your best contact details.
3. We will endeavour to acknowledge your complaint to the contact details you have provided within 7 working days. If you have lodged your complaint verbally the acknowledgment will outline the complaint that has been made.
4. We will document and carry out an investigation into the complaint. If we need more information from you we will let you know. We aim to resolve any complaints within 14 of receipt however we may require more time and will communicate any delays to you.
5. We may close your complaint if you fail to respond to any of our questions or stop communicating with us. We will advise you if we intend to close your complaint for these reasons.
6. We will communicate the outcome of our investigation to you. Please advise us if you do not feel we have resolved your complaint and we will report the unresolved complaint to Maritime New Zealand. You are also entitled to advise Maritime New Zealand of your complaint if it remains unresolved after following our process.