



INSIGNIA CREW

In accordance with 1.4 of the MLC 2006 policy, Insignia Crew has a simple complaints procedure.

Insignia Crew is committed to delivering the very highest level of service to both its Clients and the Seafarers it supports. To reflect this, Insignia Crew monitors carefully via a number of means how its service is delivered. One such method is via a simple complaints procedure. In the unlikely event that a complaint needs to be lodged against a service delivered by Insignia Crew, please follow the complaints procedure below.

Complaints should normally be made within 14 days of an incident or of the matter coming to the Client or Seafarers attention. This time limit can be extended provided good reasons are supplied for not making the complaint sooner and it is possible to complete a fair investigation.

Clients and Seafarers can make a complaint verbally, in writing, or by email. If a Client or Seafarer makes a complaint verbally, a record of that complaint will be made and the Client or Seafarer will be provided with a written copy.

If the Client or Seafarer are complaining on behalf of a third party, written consent must be included with the correspondence (if made in writing or by email) as this will increase the likelihood of a quicker response. Insignia Crew will respond to complaints as quickly as possible to rectify the matter in question without delay.

Step 1

Clients and Seafarers should contact Insignia Crew explaining the grievance in as much detail as is considered necessary, using any of the following methods:

- Email: complaints@insigniacrew.com
- In writing to: Insignia Crew Ltd, C/O Zest Accountants, Temple Chambers, 12 Clytha Park Road, Newport, NP20 4PB
- Telephone: +44 (0)7500 888 472

Insignia Crew is confident that the Client or Seafarers complaint can be addressed and resolved by following the procedures explained in step 1. If, however, the Client or Seafarer feels that the complaint has not been addressed in a manner that is satisfactory and in keeping with the standards that Insignia Crew aim to maintain, please move to step 2.

Step 2

If it is believed that a complaint has not been addressed correctly or has been left unresolved, the Client or Seafarer should contact the MLC Department at The Maritime Coastguard Agency using the details below. Included in this action should be full details of previous correspondence.

- www.mcga.gov.uk
- Email: mlc@mcga.gov.uk or infoline@mcga.gov.uk
- In writing to: Spring Place, 105 Commercial Road, Southampton, SO15 1EG
- Telephone (main switchboard) +44 (0)203 817 2000



INSIGNIA CREW

TRUST . RESPECT . PARTNERSHIP
insigniacrew.com