 <b>1.11 MNR Complaints Procedure</b>		<b>Valid From</b>	2015-04-01
		<b>Approved</b>	2015-04-01
<b>Owned by:</b>	Merchant Navy Resources Ltd	<b>Version No:</b>	1
<b>Approved by:</b>	Managing Director	<b>Pages:</b>	1 of 2

## Objective

To ensure that a high level service to our customers is provided.

## Responsibility

All employees of MNR

## Procedure

If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact David Corlett by phone in the first instance so that we can try to resolve your complaint informally.


At this stage, if you are not satisfied please contact David Corlett. You can write to him at: david.corlett@mnrltd.com

### Next steps:

1. We will acknowledge your complaint and ask you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 2-5 days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 2-5 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
  - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
  - We will then examine the member of staff's reply and the information you have provided for us. If necessary we may ask you to speak to them. This will take up to 4 days from receiving their reply.
5. David Corlett will then invite you to meet him to discuss and hopefully resolve your complaint. He will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting David Corlett will write to you to confirm what took place and any solutions he has agreed with you.

If you do not want a meeting or it is not possible, David Corlett will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 5 days of completing his investigation.

7. At this stage, if you are still not satisfied you can write to us again. Another Director of the company will review David Corlett's decision within 10 days.

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8. We will let you know of the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact the

Maritime and Coastguard Agency  
Spring Place  
105 Commercial Road  
Southampton  
Hants  
SO15 1EG

Email: [mlc@mcga.gov.uk](mailto:mlc@mcga.gov.uk)

Tel : +44 (0) 203 8172543

If we have to change any of the time scales above, we will let you know and explain why.

**Reference:**

Attachment 1 – MNR Complaint Form