

## **Seafarer's Complaints Procedure**

At The Peel Entertainment Group we are committed to ensuring the welfare of our sea farers and accordance with title 1.4 of the MLC 2006 policy which the MLC applies, employ a clear Seafarer complaints procedure.

With that in mind, the Seafarer will always have the option to follow the ship owners onboard complaints procedure or contact the DPA if they see fit. If this does occur, The Peel Entertainment Group will offer transparency with any prior communication relating to the complaint.

If somebody has a grievance or complaint they should raise awareness within 7 days. This time period can be extended with appropriate justification for the delay.

Complaints can be raised in written form, email or verbally. If a verbal complaint is made, written notes must be taken.

The below outlines our complaints procedure

### **STAGE ONE**

The Seafarer should raise the matter with Line Manager or Cruise Director verbally. Should the matter not be resolved you should pursue to stage two:

### **STAGE TWO**

Complaint raised In writing to Line Manager, PEEL Head of Operations or PEEL Compliance Manager who will reply within ten working days.

PEEL Head of Operations can be contacted on the below:

E- Mail – CruiseOps@peelentertainment.com

Phone – 01756796176 or 07718107630

Postal – Pinetum, Broughton Hall, Skipton, North Yorkshire, BD23 3AE

PEEL Compliance Manager can be contacted on the below:

E- Mail – recruitment@peelentertainment.com

Phone – 01756796176

Postal – Pinetum, Broughton Hall, Skipton, North Yorkshire, BD23 3AE

We are confident that above will address the situation and from it any necessary corrective and preventive actions identified during complaint investigation will be implemented. However, if the Seafarer is unsatisfied they should be reminded of below.

### **The Maritime Coastguard Agency**

At any point throughout the process the seafarer may contact the MLC Department at The Maritime Coastguard Agency using the details below. Included in this action should be full details of any previous correspondence.

Website: [www.mcga.gov.uk](http://www.mcga.gov.uk)

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

Postal: Spring Place, 105 Commercial Road, Southampton, SO15 1EG

Telephone (main switchboard) +44 203 817 2000

### **Notes of Importance**

Seafarers can be accompanied at all stages of the complaints procedure should they wish.

Any meetings of this nature should be in working hours, in an office environment and to have a witness present.

Appropriate notes will be taken and saved to team files.

For any complaint of any nature, opinions and feelings are kept out of the conversation and investigation must remain confidential.