



Celox Yachting – Complaints Policy & Procedure

Celox Yachting view complaints as a means of constantly monitoring and reviewing their service and making necessary adjustments and improvements to ensure that our high standards of quality is maintained. Our Complaints Procedure goal is to enable any such complaint to be made quickly and simply by all concerned parties. As a provider of staff within the Maritime and Coastguard arena, Celox Yachting are committed to investigating and resolving all issues raised within the timeframes outlined within our Policy. Subject to any restrictions relating to Confidentiality and/or The Data Protection Act 2018, we expect the parties submitting the complaint to assist by providing all and any information necessary to enable a full and thorough investigation.

Complaint Definitions

Complaints are defined in three parts:

- **Informal Complaint** – Often the result of a misunderstanding by either party and can usually be resolved when understanding is achieved via mediation assisted by Celox Yachting. If no resolution is achieved, then the complainant will be asked to put their complaint in writing so that a formal investigation can be undertaken
- **Formal Complaint** – When a matter cannot be resolved without a full investigation that requires written statements/interviews/answers to questions from both parties
- **Serious Complaint** – The nature of the allegation is of such severity. This can include, but is not limited to Physical/Sexual Abuse, Professional Negligence and Criminal Activities. In such cases the Maritime and Coastguard Agency will be notified via mlc@mcga.gov.uk to advise on the action undertaken by Celox Yachting in the investigation, including Police and/or relevant Professional Regulatory Bodies.

Complaints Procedure

Celox Yachting applies the following General Principles when handling complaints:

- Rebecca Thwaites will handle all verbal and written Complaints and will take on the mantle of Lead Investigator, reporting to the Director. In the absence of Rebecca, the Directors will handle the complaint.
- Update's as to the progress of a complaint/element of a complaint will be provided at 48 hr intervals by the Lead Investigator.

Complaints Investigation Procedure

1. When complaint is received	Action
Upon receiving a Complaint, the relevant Lead Investigator is informed, and the details and nature of the complaint are recorded. This data is used by the Lead Investigator to analyse and address any themes.	Immediately
The receipt of the complaint is acknowledged with the complainant	Within 48 hrs

2. Informal Complaint	Action
The responsible Lead Investigator will endeavor to contact the individual against whom the complaint has been made in order to obtain details of the allegation, with a view to providing a resolution or agreed action plan in order to resolve the issue immediately. In the event that the matter cannot be resolved then the issue is escalated to the Directors for action.	Within 24 hrs

Formal Complaint (Written/Serious)
Upon receiving a Complaint, the Lead Investigator will inform the Director, the details and nature of the complaint are recorded. If the Complaint is of a Serious nature, the incident will be reported to the Maritime & Coastguard Agency via mlc@mcga.gov.uk , including the Police if of a Criminal nature, for their guidance and investigation. If appropriate the individual will be informed that they are suspended from working through Celox Yachting until an investigation has been completed and the outcome relayed to the Director. A meeting will then be arranged with the individual to inform them of the findings and subsequent steps. Celox Yachting will monitor and record the progress of the complaints and follow up at regular intervals until an outcome is reached. Upon receipt of unsatisfactory reports relating to an Agency Staff Member's performance, either by means of Reference or Formal Complaint from or on behalf of the Client, the Agency Staff Member shall not be supplied until the Client is satisfied that steps have been taken to address the issues identified. Celox Yachting will seek written confirmation of a satisfactory outcome from the Client before supply of the candidate resumes.

Formal Complaint Investigation Process	Action
Stage 1. Upon receiving a complaint, the individual in question will be contacted by the Lead Investigator informing them of the allegation and subsequent work status until an investigation has been carried out and brought to a satisfactory conclusion. The Director shall be informed of any suspensions during the period of the investigation within 3 working days of receiving the complaint	Immediate
Stage 2. The Lead Investigator will write to the complainant acknowledging complaint and outlining the course of action Celox Yachting will undertake in the investigation.	Within 48 hrs
Stage 3. The Lead Investigator will: <ul style="list-style-type: none"> • Obtain written signed statement of the allegation(s) from the Complainant • Obtain written signed statement in response to the allegations from individual against who the complaint has been raised, including perceived events from their perspective • Consult any additional 3rd parties relevant and appropriate to the allegations • Invite both parties to attend meeting to review collated information in attempt to resolve issues resulting in complaint and/or agree solutions for the future. If either party does not attend a separate meeting will be offered • Document a full report of the outcome of the investigations and discuss conclusions with the Director • Compile a detailed response informing all parties of Celox Yachting's final position on the complaint and explain reasons, requesting written confirmation from both parties 	To be completed within 10 working days or 15 working days of the start of the investigation
If Complaint is Resolved: Stage 4 The Lead Investigator will ensure: <ul style="list-style-type: none"> • All documentation is securely stored on individual's file • Any imposed suspension is lifted accordingly • Director informed of individuals work status and overall outcome 	Within 2 working days of receiving satisfactory confirmation from complainant
If Complaint is still not Resolved: Stage 5 The Lead Investigator will: <ul style="list-style-type: none"> • Advise of escalation to the Director for review of decision • The Director shall write to the individual informing them of Celox Yachting final position on the complaint 	Within 5 working days of request of decision review

NB: Celox Yachting shall use all reasonable endeavours to ensure that all complaints are resolved in the timeframes outlined, unless the nature of the complaint requires additional investigation or action by external bodies. This includes a Professional and Regulatory Body and Government Organisation (including the Maritime & Coastguard Agency), the Employment Agency Standards Inspectorate, Home Office, HMRC and Police. In this case, Celox Yachting shall ensure the complaint is resolved as soon as possible thereafter. If Celox Yachting are prevented from achieving an outcome to the complaint within the target timeframes, the respective parties involved shall be informed accordingly, outlining reasons for the delay. At any time, Celox Yachting shall provide the Client with an update as to the progress of the complaint at 48 hr intervals until point of resolution. Following the resolution of a complaint, Celox Yachting shall take (and use all reasonable endeavours to ensure any relevant Staff Member takes) demonstrable action to ensure no recurrence of the action.