



YACHTING

MCA CERTIFIED
RECRUITMENT & PLACEMENT AGENCY

COMPLAINTS PROCEDURE

At A-Z Yachting we pride ourselves on our crew friendly policies. We aim to provide crew with an open transparent service that supports both our clients and the crew we introduce.

If you feel we have fallen short of these high standards then please be assured that we will take your concerns seriously.

If you have a complaint about A-Z Yachting, please write to the Founder, Zsafia Kiss Horti at:

A-Z Yachting Ltd. Registered No. 11762807 at Towngate House 2-8, Parkstone Road, Poole, BH15 2PW, UK

Alternatively, you can e-mail info@a-zyachting.com or call **+44 (0)786 181 8118** outlining your concerns.

On receipt of your complaint, we will send you a letter or email, acknowledging your complaint and confirming its receipt.

You should expect to receive this confirmation within 7 working days of us receiving your complaint.

We will then record your complaint in our central register and start to investigate on your behalf.

This is likely to involve the following steps:

- Examine your records to ascertain the sequence of relevant events
- Ask the member of staff with whom you dealt to provide a written response

A full response to your complaint will be drafted by the Director, Zsafia Kiss Horti or the Recruitment Consultant who is dealing with your file. If appropriate, Zsafia Kiss Horti may wish to discuss the events surrounding your complaint directly with you, and if appropriate, offer an apology.

We aim to acknowledge, investigate and resolve all complaints within 21 working days of receipt.

Any unresolved complaints we advise be brought to the attention of the MCA UK mlc@mcga.gov.uk

If you are dissatisfied with any aspect of the way in which your data is processed you may, in the first instance refer the matter to: info@a-zyachting.com

This does not affect your right to make a complaint to the Information Commissioner's Office: <https://ico.org.uk>

On board complaint procedure:

- Under the MLC all seafarers have the right to decent working and living conditions board a ship, fair terms of employment and a safe and secure workplace
- If you have a complaint about your vessel, please bring it to the attention of your supervisor within 5 days. If the supervisor cannot solve the complaint, you may refer the complaint to the captain. If the complaint cannot be resolved on board within 10 days you may refer the matter to a Designated Person Ashore (DPA)
- Try to resolve a complaint at the lowest level possible

On shore complain procedure:

- A complaint may be reported to an authorized officer in the port at which the seafarer's ship has called
- The authorized officer shall undertake the investigation, when appropriate, seek to promote a resolution at the ship board level
- If the complaint has not been resolved by the authorized officer, then notify the flag state
- If any investigation of a complaint, the authorized officer should give the master or shipowner a proper opportunity to make their view known

Last Revision: August 2024

A copy of our Complaints Procedure is available on request.

**A-Z YACHTING LIMITED RESERVES THE RIGHT TO CHANGE
OR AMEND OUR COMPLAINTS PROCEDURE WITHOUT PRIOR NOTICE**

