



Complaints Procedure DOC046

Seahaven Maritime Academy aims to provide the best service at all times. We actively seek and welcome feedback from our students and customers to tell us when we are doing things right, and just as importantly on where we need to improve, so that we can learn from our mistakes.

As part of our Management System, we record and monitor all complaints and assess our services on a regular basis.

Step 1

We understand that mistakes may be made. In the first instance, we would urge you to complain directly to any of the staff/directors at Seahaven Maritime Academy, so that we can do our best to resolve your complaint informally, and as quickly as possible.

Step 2

If you feel that your complaint has not been handled sufficiently, and it has been escalated to Steve Brand- Director of Training, then the next step would be for it to be investigated formally by Thomas Gunther- Director of Finance.

Complaints should be in writing and can either be posted to Seahaven Maritime Academy, East Quay, Newhaven Port, BN9 0BN or can be emailed to Thomas@sma-training.co.uk

Your complaint will be fully investigated, and you will receive a written report of the steps taken and the conclusion that has been reached. Your complaint should clearly outline:

- The reason(s) for complaint
- The evidence to support the complaint (please attach any relevant documents)
- Any action(s) taken so far to resolve the issue
- The complainant's desired resolution(s) of issue(s)
- Name(s) and contact details for the complainant.

Step 3

If you still feel that you have grounds for complaint that have not been fully rectified, then we will provide you with details of our award governing bodies, where you can lodge a formal complaint against us. They will then advise you of how they will follow up your complaint and an investigation into our actions will follow.