



MARINE SOCIETY COLLEGE COMPLAINTS POLICY

2023 - 2024

Marine Society

“Enabling current and future seafarers and maritime professionals to realise their potential through learning and career development”

Complaints Policy

Introduction

Marine Society College recognises the right of all learners to make a complaint about the service that they have received. Learner satisfaction is very important to the Marine Society College. Its good reputation relies on the delivery of a first class learner-focused service, which comes with expert, impartial and confidential advice and guidance. Regular feedback is encouraged and proactively sought. Every complaint received will be taken seriously, investigated and the person or persons concerned will be kept informed about the complaints progress and about the final outcome.

Procedure

Stage one

Initially a complaint will be directed to the Head of Seafarer Learning and Welfare. They will assess the complaint and where appropriate will take necessary action to resolve any issues arising. This may involve a third party, especially where the learner's initial complaint is via a partner provider.

- The Head of Seafarer Learning and Welfare will ensure the Director of Maritime Training and Development is aware of all complaints received and that action has been taken.
- Where the complaint is of a serious nature or in the absence of the Head of Seafarer Learning and Welfare, the complaint will pass directly to the Director of Maritime Training and Development who will assess the situation and determine the most appropriate course of action. A thorough investigation will be initiated and all persons involved informed. The complainant will be kept informed throughout the process and of the final outcome.

Stage two

- If the learner is not satisfied with the outcome of the investigation they can apply for a second stage. Here the complaint will be completely investigated by the Director of Maritime Training and Development and a decision made about the outcome of the original investigation.
- If the learner is still unhappy with the outcome the complaint will be passed to the Chief Executive (CEO) who until now will not have been involved with the previous investigations. The CEO will complete a fresh investigation and his decision will be final and binding.
- Where a complaint is upheld, action will be taken to remedy any shortcomings and, where necessary procedures re-assessed and changes implemented.

Timescales for response

We will endeavor to deal with all complaints within the following timescales:

Stage of complaints process	Timescale for response
Complaint sent in by email or post	Within 48 hours of receipt
To deal with and provide an outcome to a Stage One complaint	Up to 5 working days*
To deal with and provide an outcome to a Stage Two complaint	Up to 5 working days*
To deal with and provide an outcome to the appeal which will be the final stage.	Up to 10 working days*

(* these timescales are in addition to the previous stage)

Contact

Complaints should, in the first instance, be addressed to Head of Seafarer Learning and Welfare, Marine Society College.

Address: Marine Society College, 200B Lambeth Road, London SE1 7JY

Telephone: 020 7654 7029 email: crockson@ms-sc.org www.marine-society.org

Year	Version	Updated on	Updated by	Review date
2023-24	1	31 August 2023	Head of Seafarer Learning and Welfare	31 August 2024