



Policy 04 - Complaints & Dispute Resolution

1. PURPOSE

This procedure sets out how Surge Crew handles complaints and disputes relating to its recruitment and placement services, in accordance with the principles of the Maritime Labour Convention, 2006 (MLC).

The purpose is to ensure that any concerns raised about Surge Crew's conduct, processes, or services are handled fairly, promptly, and transparently.

2. SCOPE

This procedure applies to:

- All seafarers registered with Surge Crew
- All clients, including yachts, owners, captains, and representatives
- All recruitment, sourcing, and placement activities undertaken by Surge Crew

This procedure applies only to complaints relating to the services provided by Surge Crew and does not extend to onboard employment disputes or matters under the responsibility of the vessel or employer.

3. WHAT CONSTITUTES A COMPLAINT

A complaint may relate to, but is not limited to:

- Recruitment or placement practices carried out by Surge Crew
- Accuracy or clarity of information provided
- Communication or conduct during the recruitment process
- Allegations of fees or improper charges
- Handling of personal data or records

4. HOW TO RAISE A COMPLAINT

Complaints should be submitted in writing by email and include:

- Name of the complainant
- Contact details



- A clear description of the concern
- Any relevant dates or supporting information

Complaints should be sent to: crew@surgeyachting.com

5. ACKNOWLEDGEMENT OF COMPLAINTS

Surge Crew will:

- Acknowledge receipt of the complaint within **3–5 working days**
- Confirm the process and expected timeframe for response

6. INVESTIGATION AND RESPONSE

All complaints are reviewed by the management of Surge Crew.

The investigation may include:

- Reviewing relevant records and correspondence
- Speaking with involved parties
- Requesting additional information where necessary

A written response will normally be provided within **14 working days** of acknowledgement. If additional time is required, the complainant will be informed.

7. RESOLUTION

Where a complaint is upheld, Surge Crew will take appropriate steps to:

- Address the issue
- Implement corrective actions where necessary
- Reduce the risk of recurrence

Outcomes will be communicated clearly and professionally.

8. ESCALATION

If the complainant is not satisfied with the outcome, they may request further review in writing.



Where appropriate, complaints may be escalated to the **Maritime and Coastguard Agency** at: mlc@mcga.gov.uk

9. RECORD KEEPING

Surge Crew maintains a complaints log including:

- Date received
- Nature of complaint
- Actions taken
- Outcome

Records are retained in accordance with the Records, Data Protection & Retention Policy.

An absence of complaints is also recorded.

10. NO RETALIATION

Surge Crew ensures that no individual is disadvantaged or treated unfavourably for raising a complaint in good faith.

11. REVIEW OF THIS PROCEDURE

This procedure is reviewed periodically to ensure continued relevance and alignment with applicable legislation and industry standards.