



The Harbour Office,
Folly Road,
Whippingham,
Isle of Wight,
PO32 6NB

MEDINA MARINERS ASSOCIATION

COMMENTS /COMPLAINTS PROCEDURE

At Medina Mariners Association we endeavour at every level to supply an excellent service. However, if you have been less than fully satisfied with the service you have received, we would welcome your comments in order that we can rectify the problem and improve our future service.

COMPLAINTS PROCEDURE

If you would like to register a complaint, please use the form overleaf in full, and email this to:
secretary@medinamariners.org.

Once the form is received, your complaint will be acknowledged within 14 Days. The issue will be recorded and arrangements made for the appropriate action to be taken. This action may include discussing the issue with the most appropriate member of our team or carrying out an investigation into the matter. You will receive a formal response within 14 days although complex queries may take longer to investigate thoroughly. If this is the case you will be provided with an update within 14 days. It may be helpful for us to discuss the issue with you and/or other interested parties on the phone. We will retain a record of your complaint and steps taken to address your concerns to help us improve in the future. You will be informed if this is the case.

WHAT HAPPENS IF I AM NOT SATISFIED WITH THE OUTCOME?

Some of our specific procedures include steps that can be taken if you are dissatisfied with the initial outcome; you will be informed if this is the case. If you are not satisfied with the reply you receive to a general comment or complaint, you should discuss the matter with our Complaints Officer.

PRIVACY STATEMENT

The personal information provided on the form will be used for the purpose of investigating and responding to your comment or complaint. Your information will be used and stored in accordance with the MMA's Data Protection Policy.

COMMENTS/COMPLAINTS FORM

Please complete in full and email to

TITLE

MMA MEMBERSHIP NUMBER

SURNAME

FORENAME

TELEPHONE

EMAIL

THE NATURE OF YOUR COMPLAINT – Please add as much as information as possible in order that we may investigate fully.