

## OYSTER CREW COMPLAINT'S PROCEDURE

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Oyster Crew are committed to supplying an excellent service to our clients, candidates looking for work, and any other third party we may come into contact with. If you feel we have not achieved this service and have failed to meet your expectations in any way, please contact us so that we can address the issue.

**In the first instance, please contact us by telephone on +34 619 147 056 and we will try to resolve your complaint by discussing the issue.**

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If you are still not satisfied, please email your concerns to [crew@oasteryachts.com](mailto:crew@oasteryachts.com) . On receipt of your email, we will send you an acknowledgement email within 5 working days. The complaint will then be recorded and investigated by examining your file on our database to establish the sequence of events leading to your complaint and compiling a written response for you. We may wish to discuss your complaint with you in more detail.

**We will then contact you to discuss an appropriate solution or course of action.**

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If you remain unsatisfied, please email Jamie Collins at [jamie.collins@oasteryachts.com](mailto:jamie.collins@oasteryachts.com) who will review the complaint and findings and respond to you within 5 working days, outlining Oyster Crew's final position, along with our reasons.

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If you still remain unsatisfied, please appeal to the MCA, who can be contacted at [mlc@mcga.gov.uk](mailto:mlc@mcga.gov.uk)

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Oyster Crew aim to resolve any complaints within 15 working days of receipt.

**If you have cause to raise a complaint with us, please rest assured that it will not result in you receiving any less favourable service from us in the future. All complaints are dealt with promptly, impartially and with due consideration to confidentiality.**

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