



Complaints Policy

Policy statement

The purpose of this policy is to provide a clear statement of intent with regards to the assessment, handling and investigation of complaints presented to eXXpedition.

eXXpedition is committed to tackling the challenges of plastic pollution, through the provision of sailing experiences, workshops, training and resources. We value feedback, which helps us to continue to improve our services and further our mission.

Our aims when handling complaints:

- We ensure that making a complaint is as easy as possible;
- You can expect to be treated with respect and fairness at all times. In return, we ask that you treat the members of the team dealing with your complaint with the same respect and fairness;
- We deal with the complaint promptly, politely and, where appropriate, confidentially;
- Where we make a commitment to a timescale for response, we will ensure that this is met;
- We learn from complaints, use them to improve our services, and review our complaints procedure annually.

Other systems that are in place outside of this procedure:

- An internal grievance procedure for employees, within the employee handbook.
- A procedure for complaints made on board the vessel during a voyage (following guidelines from Marine Labour Convention Procedure and Maritime and Coastguard Agency)
- Stipulated complaints procedure in your Booking Conditions.
- A feedback system for individuals who have recently sailed with us (option for anonymity if desired).

What types of complaints are covered by this procedure?

- Any complaints that are not covered by the above existing systems

The complaints procedure

- You will immediately notify the Mission Leader, or member of the professional crew, of any reasonable complaint to enable it to be resolved at the earliest opportunity.

- You will notify us, in writing by email, of any formal complaints within 14 days of completion of your Trip(s).
 - Your notification email must include your name, your trip name, your booking number, and all other relevant information regarding your complaint.
 - You should keep your email regarding the complaint clear and concise, and to the point. We will not accept any form of derogatory or discriminatory remarks towards any other individual.
- We will acknowledge formal complaints in writing (by email) within 5 working days of receipt;
- We are a small team, but where possible the management of the complaint will be completed by a person who is independent to the complaint circumstances;
- Where appropriate, a call will be organised at a mutually convenient time with the complainant to ensure all the facts are collected;
- If required, evidence will be gathered on the complaint raised and internally logged;
- A response will be given in writing within 90 days of receiving the original complaint. (Please note: our response times will vary depending on the complaint and when it is received. Due to the nature of what we do – sailing in remote locations – it can take more time to gather the required information for a full and complete response.)

How to make a complaint

Please email crew@exxpedition.com with your details of your complaint – this will ensure it is received by the appropriate team members. We are a remote team and, as such, do not have a central telephone line or manned office address.

Notice

Failure to follow the procedure set out in this policy may affect our ability to investigate your complaint, and will affect your rights under your contract.