

		OPERATION PROCEDURES
50	local procedure	COMPLAINTS

- In the unlikely event that a complaint is received regarding the action of the crew or a member of the crew on a mission or whilst training, the complaint should be directed to the LOM or Coxswain in the first instance.
- The matter of the complaint and the action to be taken will be discussed and decided by the senior crew.
- If the complainant complains verbally to a member of the crew or shore crew, they should be dealt with as sensitively as possible. The details of the complaint together with their contact details taken for passing to the LOM or Coxswain.
- When representing the organisation all crew and shore crew should be reminded to act in a professional manner at all times.
- Crew are asked to remain polite whilst explaining our policy.
- A record of complaints should be kept.