



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 by eXXpedition.

eXXpedition is committed to tackling the challenges of plastic and toxic 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 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 complaints' procedure for employees
- A procedure for complaints made on board the vessel during a voyage (following guidelines from Marine Labour Convention Procedure and Maritime and Coastguard Agency)
- 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

- We will acknowledge formal complaints in writing within 5 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 info@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.