

Standard Complaints Procedure

In the event of a dispute between yourselves and one of your customers

All Correspondence:

Shall be dealt with within the following time limits:

- Send an acknowledgement immediately but not later than 1 week from the date of receipt of the correspondence. If you are not able to answer the query in detail at this point, the letter should state that a detailed reply should be expected within two weeks of the date of this letter
- Send a detailed reply as soon as possible but not later than 2 weeks from the date of the acknowledgement letter sent in response to the original correspondence
- If the matter is dealt with other than in writing, keep evidence in writing or another appropriate form that the matter has been dealt with in accordance with the time scales set out above

Complaints:

- Make every reasonable effort to reach a swift and fair solution, sticking to the time scales as set out above in regards to response times
- Where a transaction takes place online, online complaints must be accepted and dealt with within an appropriate period of time, no longer than the time scales set out above
- If you are a retailer, make every reasonable effort to deal with complaints of a minor and general character with a view to avoid recourse to suppliers
- If reference to the supplier is necessary, as the retailer you should use your best endeavours to act as an intermediary to bring about a satisfactory conclusion
- Any unresolved complaints arising out of alleged breach of contract or negligence by either party, may be referred to mediation or arbitration. Full details of the Dispute resolution scheme are available at www.britishmarine.co.uk/drs

By using this complaints procedure, as a member, you will be complying with the relevant parts of the BMF Code of Practice