

Folkestone Harbour Company Ltd views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint. If you have cause to contact us with a complaint this document outlines what you should do, how and when we will resolve it. It also outlines what you can do if you are not satisfied with our response.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
- To make sure everyone at Folkestone Harbour Company Ltd knows what to do if a complaint is received;
- To make sure all complaints are investigated fairly and in a timely way;
- To make sure that complaints are wherever possible resolved; and
- To gather information which helps us to improve what we do.

Definition of a Complaint

A complaint is any expression of dissatisfaction about any aspect of Folkestone Harbour Company Ltd.

Where Complaints come from

Complaints may come from any person or organisation who has a legitimate interest in Folkestone Harbour Company Ltd. The policy and procedures of this document will be followed if received by telephone, by email, in person or in writing. Please note that complaints are not accepted via social media.

Contact details

For complaints about Folkestone Harbour please contact:

Contact: Folkestone Harbour Manager
E-mail: harbourmanager@folkestoneharbour.com
Post: Folkestone Harbour Manager, Port Office, Folkestone, CT19 1QH
Telephone: +44 (0)1303 254597

For complaints about Folkestone Harbour Arm please contact:

Contact: Harbour Arm Manager
E-mail: diane@folkestonefringe.com
Post: Harbour Arm Manager, Port Office, Folkestone, CT19 1QH
Telephone: +44 (0)7762 573277

For complaints about HM Coastguard please contact:

Contact: Maritime & Coastguard Agency (MCA)
E-mail: PersonFeedback@mcga.gov.uk
Post: Maritime & Coastguard Agency (MCA) Bay 3/30, Spring Place, 105 Commercial Road, Southampton, SO15 1EG

When a person calls in person or via telephone we will:

- Aim to resolve the complaints in person or over the telephone and depending on the nature of the complaint it may be recorded. If the complaint cannot be resolved to the person's satisfaction at first point of contact we will take this forward as a formal complaint.

When a person writes to us via post we will:

- Acknowledge receipt of the correspondence in writing within 3 working days
- Contact the person directly by telephone, writing or e-mail as appropriate to seek any further information that is needed to assist with the enquiry or complaint.

When a person e-mails us we will:

- Acknowledge receipt of the person's correspondence by email within 3 working days
- Contact the person directly by email or telephone to seek any further information that is needed to assist with the enquiry or complaint.

In all cases we will:

- Aim to resolve all cases as stated in the timescales outlined and in all cases ensure that every effort is made to deal with enquiries as quickly and effectively as possible.
- Ensure that all details have been recorded correctly.
- Establish that there is a clear understanding on the part of our staff, of the reason for the enquiry or complaint and what action is required.
- Ensure that the person is clear on what action we will be taking and what they can expect.
- Clarify with the person any actions that they should take as appropriate.
- Where a complaint is not the responsibility of Folkestone Harbour Company Ltd (for example it is the responsibility of an airline, ground handling agent, ferry company or shipping line), we will explain that they need to contact the relevant party concerned and support the person in pursuing their complaint by providing all relevant contact details for the third party. We will also follow up to seek to ensure that this is satisfactorily resolved.

Timeframe for complaint resolution

- All complaints will be treated as time critical and the overriding principle is to resolve them to our persons' satisfaction as soon as possible.
- Folkestone Harbour Company Ltd endeavour to present a resolution to complaints within 14 working days.
- On such occasions where it is not possible to present a resolution within 14 working days we will communicate this to the person explaining the cause, the process being followed and how it may delay resolution with an estimated resolution date being provided whenever possible.

Compensation

If a complaint against Folkestone Harbour Company Ltd is upheld or not satisfactorily resolved then Folkestone Harbour Company Ltd may offer compensation to reflect the inconvenience or loss that the person has faced. The amount of compensation will be determined by the Directors of Folkestone Harbour Company Ltd. Payment of compensation claims will be made within 21 working days of complaint resolution.

Complaint escalation

We hope to resolve every complaint promptly and to your satisfaction. But if for any reason you are not fully satisfied with our response, please tell us and let us know where you think further attention is required. We can then review your complaint, and our response, and will respond within 14 days.

Our complaint management team will aim to resolve all complaints at first point of contact. If you are not satisfied with the response, Folkestone Harbour Company Ltd has an escalation process. This process is described below.

Stage 1	FHCL Management
Stage 2	FHCL Board

At each stage the same policy outlined in 'Timeframe of complaint resolution' section will be applied to the response times.

Data Protection and Records Management

The data collected in relations to a complaint will be used to respond effectively to your complaint, manage our services through continued improvement and not for any other purposes. All CRM records are archived for audit purposes. Hardcopy documents will be stored electronically within the CRM system on receipt and hardcopy documents destroyed. The data collected will not be retained for any longer than is necessary and at most 2 years.

Information which we collect about you will not be disclosed to any third party (other than as described in the following paragraph) without your prior consent or the requestor's demonstrated legal authority to receive it. We reserve the right to access and disclose individually identifiable information to comply with applicable laws and/or lawful government and/or police requests.

We may share your personal information with Folkestone Harbour Company Ltd business partners in relation to the complaint unless you have specifically requested that we do not do so. Any such party will either be bound to this privacy policy as if it were Folkestone Harbour Company Ltd or will be subject to strict confidentiality obligations.

Review

This policy is reviewed regularly and updated as required.

Last reviewed: tbc

Adopted on: tbc