



Robson Crew Recruitment

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Complaints Procedure

If you are unhappy with any aspect of the recruitment process or would like to raise any issue you should do the following -

The following guideline is the standard procedure for all candidates that would like to file a complaint against the company (RCR).

If the problem cannot be resolved with the person direct, then you must make a phone appointment to speak with the company Owner by emailing : gary@robsoncrew.com A date will be set and the Company Owner will try and help resolve the problem.

Prior to the telephone conversation with the Company Owner. A clear detailed description of the complaint should be logged and submitted by email to : gary@robsoncrew.com The company will acknowledge your complaint within 5 working days of receipt.

If the complaint is still not resolved within 30 days of the original submission date and you are not satisfied with the outcome – You contact the MCA direct – details below.

[MCA \(Maritime Coast Guard Agency\).](#)

[Bay 2/23](#)

[Spring Place](#)

[105 Commercial Road, Southampton, S015 1EG](#)

Email: mlc@mca.gov.uk