



Customer Complaints Policy

1. Our commitment

We aim to provide a welcoming marina and a high standard of customer service. If something has gone wrong, we want to hear from you so that we can understand your concerns, put matters right where appropriate and improve our service.

We will listen, record your complaint, investigate fairly and communicate clearly. You will be treated with courtesy and respect, and raising a complaint will not, in itself, affect how you are treated by the marina.

2. What this policy covers

This policy is available to berth holders, visiting customers and other customers of Shepperton Marina. It covers concerns about our services, facilities, administration, staff conduct and the handling of incidents at the marina.

Concerns involving another berth holder, visitor or contractor may also be reported to us where they relate to marina activities, safety or conduct on site. Where a complaint concerns a service supplied independently by another business, we will explain which matters we can address and which should be raised with that business.

3. How to make a complaint

Please raise your concern with a member of the marina team as soon as reasonably possible. Straightforward issues may be resolved by the staff on duty. You can complain in person at the marina office or in writing by email or letter.

Formal written complaints, particularly those from berth holders, should be addressed directly to the Marina Manager, or to the Office Manager in the Marina Manager's absence. The marina office can provide the appropriate contact details and help you submit your complaint.

Please provide your name and contact details, your boat name or berth number where relevant, a description of what happened, the date and location, any supporting information and the outcome you would like us to consider. Please also tell us about any steps already taken to resolve the matter.

If you need help explaining your concern or would prefer a particular way of communicating, please let us know. You may ask someone to assist or represent you, provided we have your permission to discuss your complaint with them.

4. Acknowledgement and responsibility

Your complaint will be recorded and referred to the Marina Manager, or the Office Manager in their absence. We aim to acknowledge it on the day it is received and no later than 24 hours after receipt. We will confirm that it is being investigated and explain what happens next.

If both managers are unavailable, staff will resolve straightforward matters where they can. Otherwise, they will record and refer your complaint and explain when the appropriate manager is expected to be available.



5. Investigation and response

We will consider your account and the information available before reaching a conclusion. This may include relevant records, correspondence, witness accounts and CCTV footage where available and appropriate. We may contact you to clarify details or request further information.

We aim to investigate and respond within seven days of receiving your complaint, or sooner where possible. If the matter requires more time, we will explain the reason, provide an update and give you a revised expected response date. We will keep you informed of any further delay.

Our response will explain the matters considered, our findings and the reasons for our decision. Where appropriate, it will include an apology, a proposed resolution and any action we intend to take. We may be unable to share confidential information about other customers, staff or third parties.

6. If you remain dissatisfied

If you are unhappy with our response, please write to the Marina Manager explaining which points remain unresolved, why you disagree with the outcome and whether you have any further information you would like considered.

You may request a review by the Operations Director. Where the complaint concerns the Marina Manager, or a personal connection could affect impartiality, please ask the marina office to refer it directly to the Operations Director or another appropriate senior person who was not involved in the matter.

We will acknowledge a review request within 24 hours and aim to provide a written review response within seven days. If more time is needed, we will explain why and confirm the expected response date. The response will set out the review findings and the marina's final position.

7. Confidentiality and respectful communication

Complaint information will be handled sensitively and shared only with those who need it to investigate, respond or take appropriate action. Relevant details will be recorded on the customer's account and in marina records.

We ask everyone involved to communicate respectfully. We will listen to criticism and understand that complaints can be upsetting. Threatening or abusive behaviour towards staff or others is unacceptable. If necessary, we may arrange for further communication to take place in writing or through a nominated contact so that the complaint can still be considered.

8. Urgent safety concerns

Please report immediate hazards or incidents to the marina team without waiting for the complaints process. If there is an emergency or an immediate threat to life, contact the emergency services on 999. A formal complaint can be considered once urgent safety needs have been addressed.

9. Learning from complaints

We review complaints to identify recurring issues and opportunities to improve. Where the marina is at fault, we will consider changes to procedures, policies or working practices to reduce the risk of recurrence. Relevant changes will be communicated to staff through team briefings.



We welcome your feedback and will use it to help maintain a safe, well-managed marina and a positive experience for our customers.