



## **Complaint & Grievance Policy**

	<b>Complaint &amp; Grievance Policy</b>			
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## Complaint & Grievance Policy

### 1. General

ESS Maritime is committed to providing a high-quality service to all our stakeholders. When something goes wrong, we want and need to know about it. This will assist us in improving the service that we provide.

This policy has been designed to guide clients, employees and all other stakeholders. We are committed to consistent, fair and confidential complaint handling and resolving complaints as quickly as possible. We aim to make it easy for clients to make a complaint if they are dissatisfied, and we will treat all stakeholders making a complaint equally. Our complaint handling policy will be available to our stakeholders on request and through our website: <https://ess-maritime.eu>

### 2. Definition of a complaint

Complaints are defined as any expression of dissatisfaction or grievance made to employees by a client, stakeholder, or public member concerning our business.

### 3. Recording complaints and confidentiality

Clients and other stakeholders are requested to email [info@ess-maritime.eu](mailto:info@ess-maritime.eu) with full details of their complaint. All complaints made, verbal or written, will be recorded in the complaints register when the complaint is made or as soon as possible afterwards.

When taking a verbal complaint, we will record the name and contact details of the client/ stakeholder and full details of the complaint, including the date. Details of all communication with the client/stakeholder and any actions to resolve the complaint will be recorded in the same place.

Client/stakeholders' details or details of their complaint will not be divulged to third parties unless we have their written consent.

Recorded complaints will also be monitored for any ongoing management trends and efforts to resolve any ongoing issues.

### 4. Protection of whistle-blowers

Our employees can report things that are not right, are illegal or if anyone at work is neglecting their duties, including:

- someone's health and safety is in danger
- damage to the environment
- a criminal offence



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- someone is covering up the wrongdoing
- The employees are not obeying the internal/external rules and regulations.

Our employees are protected from unfair treatment even if they blow the whistle on something that happened abroad. This includes when other nations' laws have been or will be broken.

Please note:

- We treat all whistle-blowing with utmost expediency and effort.
- The whistle-blower is protected and not mistreated after presenting a complaint.
- All whistle-blowing is reviewed and communicated back to the whistle-blower.
- An employee will not be dismissed or treated differently because of whistle-blowing, and we protect them.

Our employees are eligible for protection if:

- They honestly think what they are reporting is true
- They think they are telling the right person
- They believe that their disclosure is in the public interest

Contacts for sending complaints:

Name: Djavan Romney  
 Email: [complaints@ess-maritime.eu](mailto:complaints@ess-maritime.eu)  
 Address: ESS Maritime BV  
 Daalwijkdreef 47  
 1103 AD Amsterdam  
 The Netherlands  
 Phone number: During Office hours +31 203031034  
 24/7 OPSDEP: +31 6 10812804

### 5. Responding to complaints

All complaints will be acknowledged in writing within three (3) working days of receipt. We strive to resolve all complaints within a reasonable time (up to 30 days). Details of the complaint will be passed to the relevant person(s) to be investigated.

Clients/stakeholders will be informed of their complaint's progress and a written response detailing our investigation findings.

All clients/stakeholders making a complaint will be treated with courtesy.



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Clients/stakeholders will be informed of any changes to our services as a result of their complaint.

Client/stakeholders may be contacted later to see if they were satisfied with how their complaint was handled.

6. Escalation of complaints

If a client/stakeholder is not satisfied with the written response, they should request that the complaint be escalated and passed to the Managing Director for review. The Managing Director will review the complaint and respond in writing within a reasonable time (up to 30 days).

If we cannot resolve the complaint to the client/stakeholder's satisfaction, we will inform them about how and where they can take further action.

7. Review of complaint handling policy

We are committed to continuous improvement, and this policy will be reviewed regularly for effectiveness and updated as necessary.

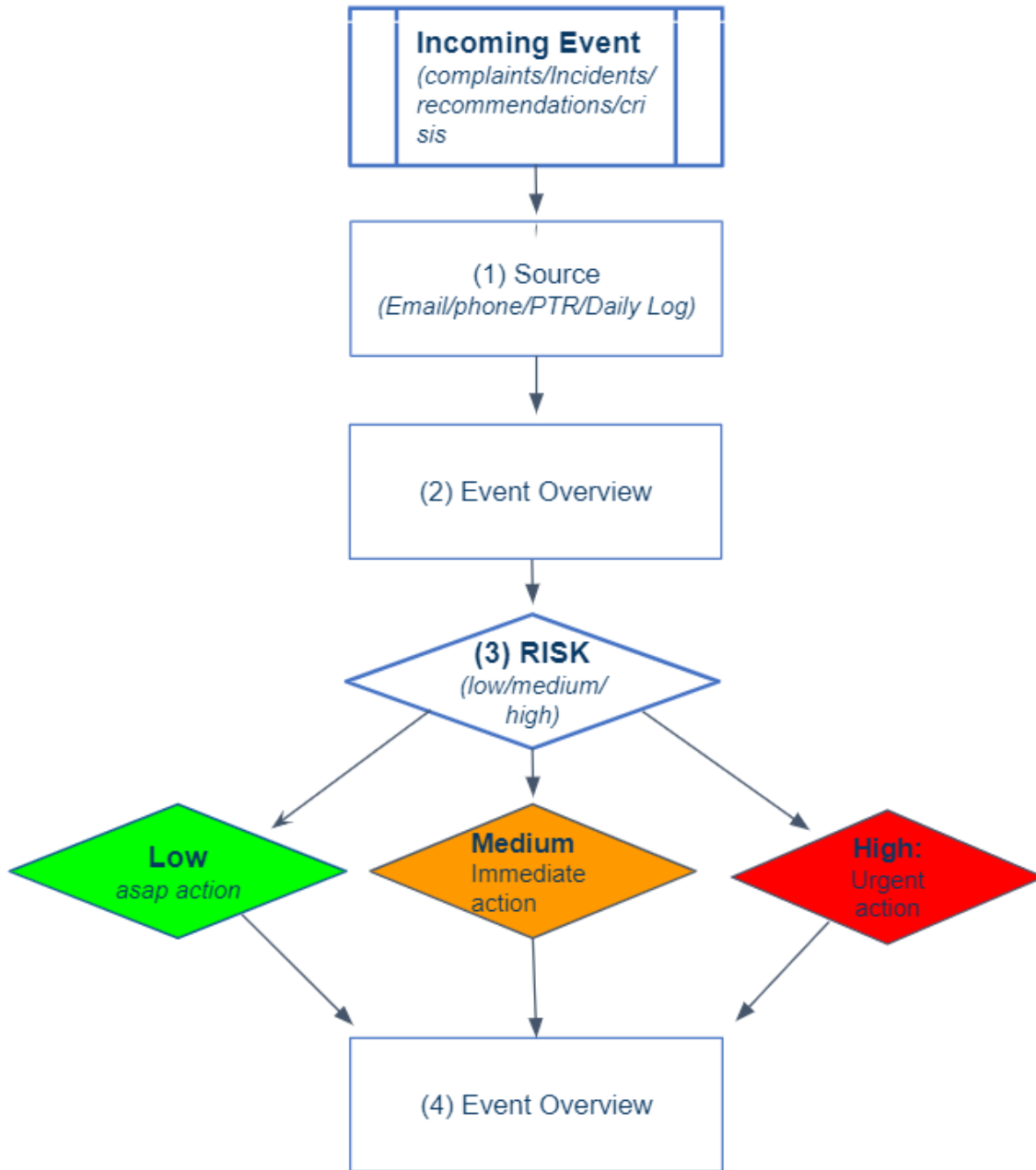
8. Relation to the other procedures

- Supplier Due Diligence
- Client Satisfaction
- Document Control
- Management Review
- ISO Audit
- Internal Audit



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Complaint Handling Process



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