

Complaints Handling Policy

This document is the policy of Neptune P2P Maritime Security Holdings Inc (and its subsidiary companies) (hereafter the “Company”) which deals with any complaints from customers, suppliers, partners, or other stakeholders.

Our complaints policy:

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us on:

Email: legal@port2portuk.com
Phone: 0044 (0) 161 837 6220
Post: 3rd Floor Delphian House
Riverside Building
New Bailey Street
Manchester
M3 5FS

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Group General Counsel, Roger Thompson, who will review your file and speak to the member of staff who acted for you.
3. Roger will then invite you to a meeting (either face to face or if you prefer by Skype) to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Roger will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Roger will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for either the Managing Director or someone unconnected with the matter at the firm to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If we must change any of the timescales above, we will let you know and explain why.

Signed:



Group Managing Director
Neptune P2P Maritime Security Holdings Inc

Date: 01/03/2022

Review Date: 01/03/2023