



Connecting World-Class Yachts with Hardworking Crew

Complaints Reporting Procedure Form

This form is intended to resolve a case whereby an agent contracted by TYS Recruitment allegedly breached professional conduct, and a grievance case has been opened. In line with the company’s standard operating procedure, no consequences should be given to the internal party for complaining and expressing a grievance.

All complaints are transmitted to the founder and CEO of TYS Recruitment for initial review and resolution planning. Each complaint must be filled out and signed by the internal complaining party expressing a grievance and emailed to TYS Recruitment management at recruitment@theyachtstew.com or by mail to the address listed in Part 2 of the form.

The client filing the complaint must complete Parts 1, 3 and 4 of this form and complete and sign Part 5.

The business must complete Part 2 of this form and complete and sign Part 5.

PART 1: SEAFARER OR CLIENT INFORMATION - “The Client”	
Name	
Date (DD/MM/YYYY)	
Phone Number	
Email Address	
Vessel	
Position	

Part 2: BUSINESS INFORMATION - “The Company”	
Business Name	The Yacht Stew Recruitment Ltd.
Registered Business Address	Kemp House 152 – 160 City Road, London, EC1V 2NV, UK

Part 3: EMPLOYEE INFORMATION - “The Agent”	
Name	
Phone Number	
Email Address	

PART 4: DETAILS OF INCIDENT

Date Grievance Occurred |

Please describe the incident that occurred, including all relevant dates, names, and information for further investigation:

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PART 5: SIGNATURE AND AKNOWDELGMENT

This agreement will be governed by the construed by the laws of England. By signing this form, you agree that all information stated is true and correct.

The Company as listed in Part 2 - The Yacht Stew Recruitment Ltd.

Date	
Name	
Signature	

The Client as Listed in Part 1

Date	
Name	
Signature	