

# MARINE LEISURE ASSOCIATION



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## MLA GRIEVANCE PROCEDURE

In the event that a client has an unresolved grievance regarding a member company of the Marine Leisure Association (MLA), the MLA offers to help achieve a resolution of any such dispute between the parties. We would aim to achieve a resolution between the parties in a quick and fair manner. We appreciate that there are two sides to any dispute, and would endeavour to ensure that all available facts from both parties are taken into consideration.

Any such unresolved grievance must be notified to the MLA within six (6) weeks of the date of the “final response” letter, email or fax received from the MLA member with whom the client has the grievance.

It is not compulsory to adhere to any resulting MLA opinions / recommendations. They are offered to all parties concerned to assist in reaching a fair and reasonable settlement of the dispute, with the help of persons who are experienced and proficient within the industry. Should the MLA feel that a member company is acting unfairly in the dispute, this will be addressed separately under the MLA rules and code of conduct applicable to members.

There will be no charge for the MLA to be involved in trying to reach a resolution. If you are unsure if the MLA can help with a particular dispute, just contact us and ask, we will be happy to advise you.

Steps to follow in making a complaint against an MLA member company:-

1. Contact the service provider / member company as soon as possible. In the first instance this can be done verbally although any grievance must subsequently be in writing by email, fax or letter no later than 14 days following the end date of your booking/contract.
2. In the unlikely event that your complaint cannot be resolved with the service provider directly, please contact the MLA office with a brief description of your grievance by email, fax or letter.

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3. You will be required to provide the MLA with copies of all correspondence between yourself and the MLA member company regarding your complaint / grievance.
4. With your consent we will forward this complaint and correspondence to the MLA member company by email, fax or letter to obtain their views and copies of supporting paperwork together with a brief written report.
5. The submitted documentation from both parties will be reviewed by the MLA Executive on an impartial basis, taking into consideration all facts received.
6. After reviewing the information submitted by both parties, MLA will inform both parties of its recommendations. In cases where it is unclear or continues to be disputed as to which party is at fault the MLA will try to recommend a compromise for acceptance by both parties.

**NOTE: -**

As all MLA Members are also members of the British Marine Federation (BMF), should further mediation be required, a Dispute Resolution Scheme is available through the BMF. This scheme is independent of both the BMF and MLA and carries a flat charge of £375 inc. VAT per party. For further information regarding the BMF scheme, please visit [www.britishmarinefederation.co.uk/services/legal\\_finance/dispute\\_resolution\\_scheme.aspx](http://www.britishmarinefederation.co.uk/services/legal_finance/dispute_resolution_scheme.aspx) or contact the MLA office directly.

MLA General/Membership/Standard Docs/MLA Grievance Procedure FV4

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