

## Continuous improvement policy for single handed operators



**When completed, this template policy can be used as evidence to partially satisfy the requirements of the RFS Standard in respect of demonstrating continual improvement.**

**It should be signed by the operator to demonstrate their commitment to continuous improvement and complaints handling**

<b>Vessel Name</b>		<b>PLN</b>	
--------------------	--	------------	--

### Continuous improvement policy

It shall be the policy of the owner(s) and skipper(s) of this applicant vessel to have an established complaints procedure in place and will endeavour to investigate any complaints received as soon as is practically possible after receipt. The owner(s), skipper(s) and or agents acting on behalf of the applicant vessel shall provide, upon request complaints forms for completion by their customers and shall respond to any complainants in an attempt to resolve the matter.

The following form shall be used for the purpose and shall be retained for a minimum of 18 months from the date of the complaint.

OWNER DECLARATION	
<b>SIGNED</b>	
<b>PRINT NAME</b>	
<b>DATE</b>	

SKIPPER DECLARATION (IF NOT OWNER)	
<b>SIGNED</b>	
<b>PRINT NAME</b>	
<b>DATE</b>	