

Continuous improvement policy



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 owners and skipper(s) to demonstrate their commitment to continuous improvement and complaints handling

Vessel Name		PLN	
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Continuous improvement policy

It is the policy of the owner(s) and skipper(s) of this 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 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.

Any complaints received will be recorded and records retained for a minimum period of 18 months from the date of the complaint.

OWNER DECLARATION	
SIGNED	
PRINT NAME	
DATE	

SKIPPER DECLARATION (IF NOT OWNER)	
SIGNED	
PRINT NAME	
DATE	

CO-SKIPPER DECLARATION(IF NOT OWNER)	
SIGNED	
PRINT NAME	
DATE	