



**British Waterways Marinas Ltd**

**CUSTOMER CHARTER**

**December 2018**



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### **Introduction**

Within any service relationship it is important that customers are clear on what they are getting for their money and the service levels they can expect.

At BWML we are passionate about aligning our service delivery to meet the expectations of our customers. This 'Customer Charter' outlines how BWML intend to keep positive relations with customers, deliver appropriate standards and put things right where there is a need.

Integral to this will be open communications with customers so they know what is going on in the marina, any changes that are proposed and ensuring you know how to contact us where there is a need to.

Where we don't meet customer expectations we want to hear from you, so we can put things right. If we can't and where customers need to make a formal complaint, we have a clear process for this to happen.

We are members of The Yacht Harbour Associations (TYHA) Gold Anchor Award Scheme and all our marinas are accredited by them independently. TYHA monitor our marina standards and occasionally mystery shop, so BWML customers can be comforted that standards are independently reviewed.

We hope you find this 'Customer Charter' clear and helpful in outlining the service standards you can expect as a BWML customer. If it doesn't do this in any way, drop me a line and I'll review your observations personally.

Thank you for choosing BWML as a home for your boat, our aim is to give you many more reasons to stay with us than seek an alternative.

We are sincerely grateful for your custom.

Many thanks

**Jeff Whyatt**  
Managing Director, BWML



## **1. BWML CUSTOMER SERVICE STANDARDS**

### **Facilities**

1. Customer facilities buildings will be cleaned and supplies replenished daily. This will be documented within the building. They will be inspected regularly by the BWML team. They will receive a deep clean at least once per year.
2. Customer facilities buildings will be redecorated at least every other year.
3. Where repair works are required to be undertaken on facilities, BWML gives a commitment to rectify wherever possible within 7 working days. (See note 2).
4. Car parking will be available in accordance with our Berth Definitions.
5. Visitor moorings, where available, will be maintained and serviced.
6. Where we have the facilities, BWML will provide well maintained hardstanding and undercover. (See note 3).
7. BWML will provide adequate provision to stabilise vessels whilst on hardstanding, this service will be chargeable. See publicised rates for hardstanding and yard services. (See notes 3 & 4)

### **Physical**

1. BWML will provide adequate signage to aid customer/visitor movements around the site. Signage will be kept clean and repaired/replaced when necessary.
2. All BWML sites will be kept clean and tidy. During summer, weed may occasionally grow in the water, BWML may not be able to control this, but will attempt to minimise disruption.
3. Litter bins will be emptied regularly so as not to overfill.
4. To minimise risk or injury, BWML will ensure all pontoons, ramps and fingers are free from obstacles at all times, this will be inspected and reviewed by the BWML team regularly.
5. All BWML management and staff are instructed to take prompt action to remedy defects in fixed plant, equipment, facilities and structures that may create hazards and risks to people and property.
6. Full infrastructure Health & Safety Audits will be completed annually by BWML.
7. Monthly safety inspections will be completed by the local BWML team.
8. Pontoons, ramps, fingers etc. will be power washed annually.
9. Edges to main pontoon walkways over 2m in width and steps will be highlighted to aid our customers.
10. Marine service bollards will be tested annually and certificated. Bollards will be cleaned at least quarterly.
11. We will provide safety equipment in our public areas in line with TYHA standards. This will be clearly signed and visible.
12. Fire extinguishers will be available on all pontoons in line with TYHA standards.
13. Site evacuation plans i.e. fire and flooding, will be displayed.



14. Emergency exits and fire assembly points will be clearly signed.
15. Hazard warning signs will be displayed where appropriate.
16. Both mains electricity and water supplies will be maintained and defects repaired within 7 working days subject to availability of parts/materials, severe weather and/or Utility Company timescales/availability. (See note 2).
17. BWML controlled locks will be managed to enable maximum boat passage per lock and customers will be required to book passage through locks to aid water conservation. A first come first served process will apply to bookings. It is anticipated in normal use the waiting period will be no more than 30 minutes. This will change to Lock Keeper management during events or when greater use becomes necessary.
18. During severe weather conditions and during normal opening hours BWML Management will assess risks and take whatever action becomes necessary, this may include gritting or washing of surfaces. Outside of normal opening hours' grit will be provided for customers' own use.
19. At marinas that are at risk of flooding through increased water levels, BWML will ensure there is a flood level indicator marker and a flood evacuation plan. Conditions at marinas which have experienced flooding will be cleaned up within 15 working days.
20. Severe weather conditions may disrupt BWML's water, electrical and facilities services; these will be restored as soon as possible when weather conditions improve. (See notes 1 & 2).
21. Customers may request help from appropriately trained BWML staff onto their berths, through marina entrance locks and at pump out/ fuelling. If help is not requested, it will be deemed customers will be able to support themselves. Assistance will only be given during site working hours.
22. We undertake to offer from 8-16 amp electrical supplies and on request investigate possibility of 32 amps. This may be restricted during severe weather conditions. (See notes 1 & 2).

### **Staff**

1. BWML staff will be polite, friendly, very approachable and will deal with any issues you have in an efficient and prompt manner.
2. BWML staff will acknowledge customers at every opportunity.
3. Every member of our staff will be trained to deal with your day to day marina concerns or introduce you to a member of staff who will be able to help. Our culture is to be helpful in solving problems and staff will liaise with each other so that actions are properly co-ordinated.
4. BWML marina staff will wear an identifiable uniform inclusive of a name badge and will present themselves in a clean and tidy condition in line with their work discipline.
5. BWML will display the local site opening times in a prominent position.
6. BWML staff will receive training to aid their role discipline and all will undertake Health & Safety awareness.
7. BWML staff will aid customers injured at our site to attend an initial visit to local surgeries and/ or hospital.
8. BWML staff will help and support infirm or elderly customers to obtain basic provisions during severe weather conditions.
9. BWML staff will help customer enquiries related to tourism and/or repair when requested.



## Communications & Administration

1. Correspondence and comment cards received will be acknowledged within 7 working days. In the case where a detailed response is required this will be fulfilled within a further 15 working days.
2. BWML staff will answer telephone calls in a polite and friendly manner, introducing themselves and the marina / location receiving the call.
3. Telephones will be answered within 6 rings either by BWML personnel or answer phone. In some BWML marinas our telephone system is unable to support answer phone equipment. BWML will invest as soon as we are able to update these systems.
4. If a customer's initial enquiry cannot be answered straight away, details will be taken and the appropriate member of BWML staff will make contact with the customer within 48 hours.
5. BWML will notify customers about disruption to services through local notice boards and by email directly.
6. BWML has in place an Emergency Callout Procedure. Please note an emergency is recognised as an incident that requires the attention from the Emergency Services ie. Police, Fire, Ambulance Service etc. Operational failures are not classified as an emergency. (See note 2).
7. BWML may invite a cross section of customers to make comment on improvements or project schemes/works when appropriate.
8. BWML will progress day to day maintenance without customer notice. Where more extensive works are required a minimum of 28 days' notice will be given prior to commencement. During such extensive works some form of disruption and/or withdrawal of a service provision may become necessary. BWML will try to minimise this. (See note 2).
9. BWML has an inspection programme that will identify service defects and faults. If a customer notices anything requiring attention BWML welcome their feedback.
10. BWML will invite Customers to attend a social event twice yearly.
11. All marinas will have the opportunity for a Forum group to discuss marina matters with the local Marina Manager; with a view to improving marina standards and customer satisfaction. This will rely on customer participation.
12. BWML marinas offer an RYA Active Marina programme which encourages opportunities to customers for social engagement, cruising and training. The level of programme offered at each marina differs slightly and more information can be found at the marina.

## Residential moorings

BWML offer residential moorings where we have full planning permission. This section sets out the service provision provided by BWML as well as expectations of BWML on our residential customers. It is also a requirement that a residential boat should be self-sufficient and not totally reliant on the facilities provided by BWML. (See note 2).

- |   |
|---|
| 1. Council Tax will either be via a composite valuation or domestic band A charge. To simplify this, if you agree to move your boat within the marina twice a year then you will benefit from a cheaper, composite Council Tax. If you want exclusivity to a mooring, as in you will occupy the same mooring for 12 months, then this will be billed as a domestic band A direct to you by the local Council. |
|---|



<p>2. Facilities are provided in accordance with the TYHA code of practice for both inland and costal marinas (see note 10). BWML will meet with the standards and where possible exceed them. During refurbishment and or general maintenance, there will be disruption to availability of use by customers. BWML will where possible keep this disruption to a minimum but cannot guarantee availability during these periods. (See note 2).</p>
<p>3. Continuous electricity supply is not guaranteed by BWML as power cuts and breakdowns may not be within its control. Restoration of supply after interruption may result in an overload to a single boat or pontoon. BWML will do all it can to effect immediate reconnection during normal working hours, however this may not always be possible. Disruption to the electrical supply is not seen as an emergency and if disruption occurs outside of normal working hours will be resolved the next working day.</p>
<p>4. BWML will accept post for residential customers and wherever possible post boxes will be supplied. If post is delivered to a BWML office for distribution to residential customers, then a postal/parcel disclaimer form will need to be completed by the customer. BWML will accept and sign for small parcels, but it will be the customers' responsibility to be in attendance for large parcel deliveries over the size of 600mm x 600mm x 600mm.</p>
<p>5. BWML provide a storage box where land is available, conditional on the area around the boxes being kept clear of items/rubbish. It is not permissible for customers to install any kind of refrigeration equipment into the storage box.</p>
<p>6. A car parking space is guaranteed at most marinas offering residential moorings except Limehouse &amp; Poplar Marinas where limitations exist and charges may apply.</p>

We will work very hard to deliver these standards, however if you notice anything you would like to bring to our attention please complete one of our comment cards, either on line, post it to your local marina office or hand it to one of our staff.

**Notes:**

1. In severe weather BWML expect customers to utilise their vessels non mains electrical heating to alleviate a substantial draw on the sites electrical supplies. This will aid customers by keeping unit rate, service charge and infrastructure fees at their lowest.
2. In the event of customer facilities disruption BWML expect customers boats to be capable of self-sufficiency in the following areas:-
  - Heating
  - Lighting
  - Shower facilities
  - Brown waste
  - Grey waste
  - Drinking water storage.
3. Customers should use hardstanding, yard and undercover space in accordance with our Moorings on Dry Storage Procedure, which can be obtained from a member of staff at the marina.
4. Customer contract workers will need to make themselves known to BWML and complete BWML's Safety Administration forms and procedures before they can start working on boats.
5. Staff will not be expected to deal with unreasonable requests. Rudeness, harassment etc. will not be tolerated under any circumstances. (See BWML Harassment Policy).
6. Customers should inform BWML of any changes to their contact details ie. address, phone number, email, at their earliest convenience.



7. In instances where our marinas are leased, our Landlords have rights reserved within the leases to undertake works of maintenance and repair to their infrastructure. This may disrupt passage in and out of the marina. In these instances, BWML will continue to offer the usual mooring services to customers within the marina.
  8. BWML Local Managers are empowered to accept customer contracts, they have the same empowerment to terminate contracts aligned to the terms and conditions.
  9. In an emergency situation or an un-notified action by a BWML Landlord or third party, BWML will provide regular updates, however if customers require an interim update this should be sought by customers directly from the relevant third party.
10. Taken from the TYHA Code of Practice 7<sup>th</sup> Edition:-

## **17 TOILETS & SHOWERS**

### **17.1 Coastal Marinas:**

17.1.1 Facilities should be provided on the following scale either ashore or on the fixed or floating pontoons. Where practicable, these facilities should be situated no more than 300 metres from the furthest access bridge. The minimum requirement is:

- **Table 7: Toilet Accommodation for Coastal Marinas**  
**Facility Male/ Female**  
W.C's 1 per 50 berths/ 1 per 75 berths  
Urinals 1 per 75 berths  
Wash Hand Basins 1 per 50 berths/ 1 per 75 berths  
Showers 1 per 75 berths/ 1 per 75 berths  
Deep Sinks 1 in each block/ 1 in each block

17.1.2 A unisex family bathroom which is compliant with equality regulations is also very popular and should account for at least 1 of the washroom facilities.

### **17.2 Inland Waterway Marinas:**

17.2.1 In addition to pump out and chemical disposal facilities an inland waterways marina should provide:

- **Table 8: Toilet Accommodation for Inland Marinas**  
**Facility Male/ Female**  
W.C's 1 per 100 berths/ 1 per 75 berths  
Urinals 1 per 100 berths  
Wash Hand Basins 1 per 75 berths/ 1 per 75 berths  
Showers 1 per 100 berths/ 1 per 100 berths

17.2.2 For reasons outlined in paragraph 17.1.2 above, the unisex bathroom should account for at least 1 of the washroom facilities.



## **2. PRICING OF BWML MARINA MOORINGS**

Policy commencing 1 April 2013 (updated 1 April 2017).

### **1. POLICY**

BWML will use its experience and knowledge of market conditions and marina standards to set fees. It will exercise its commercial judgement to assess and set the appropriate fee for the different mooring products at each individual site.

To achieve this we will:-

- a) Monitor our competitors' prices as part of our on-going commercial management of the company and compare with competing marinas, where possible, of similar size, overheads and facilities to aid our decision.

**Note:** We will only monitor against other private sector organisations that run their business in a similar commercial manner to BWML.

- b) Monitor site occupancy, investment and conditions of infrastructure.

**Note:** BWML may from time to time, in areas of high demand, tender a berth to determine the appropriate market price.

After consideration, BWML shall make the forthcoming years fees known by publishing these on our website and making hard copies of our tariffs available at each marina. The new rates will be incorporated in the renewal of contract invoices, effective from 1<sup>st</sup> April of each year.

### **2. BWML PRICE SETTING**

Fees will be based on length, berth or length x width. Wide Beam charges will be applied in accordance with our Terms & Conditions.

### **3. GRADING OF MOORINGS**

The level of service and the type of facilities provided at our sites are an important factor in determining the mooring prices charged. This is defined in our Mooring Berth Definitions (which are available on our website or in the Customer Handbook) and a price will be set for the various mooring grades.



### **3. BWML MOORINGS MANAGEMENT POLICY**

Policy commencing 1 April 2013 (updated 1 April 2017).

BWML will use the moorings we have at our marinas to achieve the best commercial return and retain the ability to charge a market driven rate for the product grades that we offer.

To achieve this we will:-

- a) Optimise the berths we have at our marinas by ensuring we have the longest boat length possible on each of the mooring fingers.
- b) Allocate the most appropriate grade of mooring to a specific area of the marina, which may well result in parts of the marina being classified for a specific grade, depending on the layout of that marina.
- c) Review the number of existing moorings of a specific grade being changed which may well reduce the numbers of a specific grade and increase of another; this will be subject to market demand.
- d) Introduce a berth rate for any mooring product subject to our Pricing Policy.

BWML may from time to time:-

- a) Relocate existing boats from the allocated berth to another berth in the marina.
- b) Reclassify a berth or a section of the marina and issue to berth holders who are potentially affected, prior written notice of what the changes are and when they will be implemented.
- c) Request an existing customer's contract grade to be changed at the next renewal, to align to our Berth Definitions if their current use is found to be in contravention of our Berth Definitions.
- d) Modify in accordance with our Pricing Policy, any charge for a product to a berth rate, advising in writing to affected berth holders these changes which will be implemented upon the next renewal.



#### **4. BWML MOORING BERTH DEFINITIONS**

Issue date August 2010 (updated 1 April 2017).

BWML may request customers to move locations within the marina and berth-holders understand that they will not receive legal rights to occupancy within the marina or berth for longer than the maximum period of the contract. Terms and Conditions will aid the undertaking on both customers and BWML.

BWML, at the commencement of a contract, will notify the customer of the commencement and termination dates and it will be accepted by both parties that on the termination date the contract will cease. If customers require continuation of the mooring a renewal contract will be issued.

BWML offer a range of mooring products tailored to the customers' requirements and intended use throughout the boating season and into the winter months. BWML understand that one product does not fit all customer requirements and we have set out below what you can expect as a service provision from our mooring products.

All BWML moorings are non-residential unless stated on the mooring contract issued by BWML.

##### **Leisure Mooring**

This product is for customers wishing to maximise their leisure time allowing unlimited leisure use within the marina throughout the mooring contract, utilising their boat summer and winter is an expectation. It is not permitted to stay on the vessel for more than 28 consecutive days whilst the vessel is moored in the marina in any one contract period. BWML may from time to time request proof of residency away from the marina.

Service provision provided with a Leisure Mooring will be:-

- Maximum 16 amp electricity supply (chargeable).
- Water points close by and usable all year round subject to underground freezing caused by severe weather conditions, with the exception Sawley Marina where water will be disconnected during months of November – March to alleviate freezing and burst pipework.
- Parking subject to availability (extra charge could apply at certain locations).
- BWML offer hard standing within this service provision subject to marina facilities, the number of weeks included are set locally please contact your marina office for details. Lifting fees and cradle fees applicable and subject to Marina location.
- Free use of marina customer toilets, showers and elsan facilities. Laundrette and pump out facilities are chargeable where available.
- BWML/BritMarine Chandlery 10% discount on orders, terms and conditions apply, (check with Sawley Marina at <https://britmarine.net/contact/> - discount arranged prior to order), delivery charges applicable.
- Emergency call provision (Free phone Canals 0800 47999 47).
- Domestic waste removal from site. You will be required to remove furniture, carpets, white goods, electrical equipment etc. at your own cost.

##### **Full Residential**

Only available at marinas where BWML have gained residential planning approval. Council Tax is payable at either a composite or individual rate (please contact the Marina Manager for more information regarding Council Tax). Minimum contract period is 12 months, customers requiring longer security should discuss this with their Local Marina Management Team who will advise of the Berthing Lease requirements.

Service provision provided with a Residential Mooring **in addition** to those provided with a Leisure Mooring will be:-

- Minimum 16 amp electrical supply, maximum 32 amp (chargeable).
- Winterised water mains (subject to underground freezing caused by severe weather conditions).
- Guaranteed car parking space – with the exception of Limehouse & Poplar Marinas (extra charge could apply at certain locations).
- Storage box provided (subject to land availability).
- Allocation of a registered postal address.



- Free use of marina customer toilets, showers and elsan facilities. Additional services / facilities such as Pump Out and Laundrette are offered as inclusive elements which are subject to BWML Fair Use Policy.

### **Storage Berth**

A very basic mooring is provided, having no service provisions. For the period November – March, customers will only visit the marina to collect or return the boat to the mooring. Customers may, by arrangement with the Marina Manager, visit to check or carry out some minor maintenance to the boat. No overnight stays permitted.

### **Wide Beam**

Customers with wide beam boats that exceed 3.0m for BWML inland marinas and 4.5m for BWML coastal marinas will be subject to an additional surcharge of up to 30% of their annual mooring fees. Boats that occupy 2 narrow boat spaces will be subject to a 100% surcharge on the standard mooring fee. Occupancy of a berth that has been specifically designed and manufactured for Wide Beam craft will be charged at a berth rate (Kings Marina), which will be published alongside other mooring rates in the marina.

**Most marinas have a single leisure or residential berthing rate that applies, however, some historic, exceptional rates do apply and details of these are as follows; the local marina office will advise if this is the case.**

### **Grade One**

Non-residential approved status moorings, allowing unlimited leisure use within the marina. The vessel will be accommodated within the marina for 365 days within any one year. Stays on boats summer and winter are acceptable. Vessels will regularly leave berths to refuel, pump out and cruise.

Service provision provided with a Grade One Mooring will be:-

- Maximum 16 amp electrical supply (chargeable).
- Water points close by and usable all year round subject to underground freezing caused by severe weather conditions.
- Parking subject to availability (extra charge could apply at certain locations).
- BWML offer hard standing within this service provision subject to marina facilities, the number of weeks included are set locally please contact your marina office for details. Lifting fees and cradle fees applicable and subject to Marina location.
- Storage box provided (subject to land availability).
- The ability for post handling.
- Free use of marina customer toilets, showers and elsan facilities. Laundrette and pump out facilities are chargeable where available.
- BWML/BritMarine Chandlery 10% discount on orders, terms and conditions apply, (check with Sawley Marina at <https://britmarine.net/contact/> - discount arranged prior to order), delivery charges applicable.
- Emergency call provision (Free phone Canals 0800 47999 47).
- Domestic waste removal from site. You will be required to remove furniture, carpets, white goods, electrical equipment etc. at your own cost.

### **Grade Two**

Non-residential approved status mooring utilised for leisure customers with occasional long holiday stays. Customers who predominantly utilise their craft between April – October each year with occasional maintenance visits during November – March. Overnight stays between 1 November – 31 March are not permitted without the authorisation of the Local Manager. Local variation will be subject to management approval.

Service provision provided within a Grade Two Mooring will be:-

- Minimum 8 amp electrical connection (chargeable). Possible disconnection during months of November – March.



- Water will normally be disconnected during months of November – March to alleviate freezing and burst pipework.
- Parking subject to availability (extra charge could apply at certain locations).
- BWML offer hard standing within this service provision subject to marina facilities, the number of weeks included are set locally please contact your marina office for details. Lifting fees and cradle fees applicable and subject to Marina location.
- Free use of marina customer toilets, showers and elsan facilities. Laundrette and pump out facilities are chargeable where available.
- BWML/BritMarine Chandlery 10% discount on orders, terms and conditions apply, (check with Sawley Marina at <https://britmarine.net/contact/> - discount arranged prior to order), delivery charges applicable
- Emergency call provision (Free phone Canals 0800 47999 47)
- Domestic waste removal from site. You will be required to remove furniture, carpets, white goods, electrical equipment etc. at your own cost.

### **Grade Three**

Non-residential approved mooring having a low level of service provision. Customers will predominantly be off site during winter (November – March).

Service provision provided within a Grade Three Mooring will be:-

- Water available on site, not at mooring (disconnection during Nov-March)
- Maximum 8 amp electrical connection (chargeable) available at the marina but not at the mooring. Possible disconnection during months of November – March.
- Parking subject to availability (extra charge could apply at certain locations).
- BWML offer hard standing within this service provision subject to marina facilities, the number of weeks included are set locally please contact your marina office for details. Lifting fees and cradle fees applicable and subject to Marina location.
- Free use of marina customer toilets, showers and elsan facilities. Laundrette and pump out facilities are chargeable where available.
- Emergency call provision (Free phone Canals 0800 47999 47)
- Domestic waste removal from site. You will be required to remove furniture, carpets, white goods, electrical equipment etc at your own cost

Note: These definitions may be changed by BWML at any time.



## **5. GETTING IN TOUCH & MAKING A COMPLAINT**

### **1. With the Marina**

All of our marinas are staffed and we are here to help you with day to day needs, berthing, questions or if you want to report a problem on the marina.

If you need to get in touch with us at the marina directly, then our addresses and telephone numbers are listed at the end of this Charter.

Alternatively, you can find our contact information on the marina pages of our website [www.bwml.co.uk](http://www.bwml.co.uk) where you will also find our opening hours.

### **2. With our Head Office**

At our Head Office, you can find the following departments:-

Central Admin who manage the contract administration and initial debt stages. You can contact them directly at [admin@bwml.co.uk](mailto:admin@bwml.co.uk) or via 0115 9077 400.

Central Finance who manage the latter debt stages. You can contact them directly on [bwml\\_finance@bwml.co.uk](mailto:bwml_finance@bwml.co.uk) or via 0115 9077 400.

Central Operations who manage our investment projects. You can contact them via 0115 9077 400.

### **3. Updating your details**

It is important that we have your correct contact information so that we can get in touch with you when we need to.

If any of your contact details have changed or if any of your circumstances have changed and need to be shared with us, then please get in touch with us at [comments@bwml.co.uk](mailto:comments@bwml.co.uk) or let your marina staff know. In some cases there is a form to complete, but we will make sure that you get the form.

### **4. Your online portal**

As a BWML customer, you also have an online portal where you can manage some of your contact details directly. Here you can change your phone number and email address for example. You can view all of the contact information that we have for you and if you find it is incorrect but can't change it directly, then click on the contact us button to let us know of the change.

You can also view your vessel(s) information and make payments for outstanding invoices raised. This is the most direct way of keeping on top of your account.

### **5. If you have a complaint**

British Waterways Marina's Limited (BWML) is committed to providing excellent levels of service. We strive to meet the expectations of our customers and visitors, and we welcome feedback on where our services and facilities can be improved or where expectations have not been met.

Issues of concern can usually be resolved by talking them through with one of our staff, either face-to-face or by telephone. However, we recognise that sometimes this may not be appropriate, or you may feel your concerns have not been properly addressed after talking them through with us.

We actively encourage customers to use our complaints procedure so that issues and concerns can be raised with our senior managers and addressed appropriately. If you have purchased goods or services on-line from us (through [www.britmarine.net](http://www.britmarine.net)), then you can also access this complaints procedure set out below by registering with the EU Online Dispute Resolution Platform using the following <http://ec.europa.eu/consumers/odr/>



In this document we explain how our complaints procedure works, what you need to do and what you can expect.

BWML complaints process has two stages or 'levels'.

#### **Level 1**

These are instances where a customer will voice a level of dissatisfaction or annoyance to any member of marina staff and we will hopefully resolve the matter promptly and, usually, to the customer's satisfaction. If a customer is not satisfied about any issue we would ask that the Marina Manager is approached as it is the Marina Manager's priority to ensure that the matter is resolved positively.

#### **Level 2**

If we haven't reasonably met your expectations after dealing with the Marina Manager or you wish to make a complaint relating to services or facilities provided by BWML, you should write in the first instance to:

Managing Director  
BWML  
Sawley Marina  
Sawley  
Nottinghamshire  
NG10 3AE

Please include all relevant details such as location(s), date(s), people contacted and the other circumstances relating to your complaint. This helps us to quickly and fully understand the nature of your complaint and begin our investigations.

Once we have received your complaint we will acknowledge it in writing within five working days. You can normally expect a full written response, from the most senior manager with overall responsibility for the area of your complaint, within 15 working days of this acknowledgement. Our aim is to resolve the complaint to your complete satisfaction at the first level.

## **6. BWML HARASSMENT POLICY**

BWML believes that staff, customers and visitors are entitled to an environment free from harassment and aggression. We encourage mutual respect at all times.

The use of abusive, aggressive, or any prejudiced comments or behaviour is unacceptable.

We encourage staff and customers to report any experiences of this type immediately. Cases of harassment, intimidation or abuse among customers should be first reported to the Police Services and BWML will work alongside the Police in their investigations.

Any instances of such behaviour reported to BWML will be investigated thoroughly and determined action taken against those responsible; this may include immediate termination of a contract.

**Apsley Marina**

Apsley Basin  
Dickinson Quay  
Apsley Lock  
Hemel Hempstead  
Hertfordshire  
HP3 9FP  
Tel: 01442 823222  
(Managed by Cowroast Marina)

**Bath Marina & Caravan Park**

Brassmill Lane  
Bath  
BA1 3JT  
Tel: 01225 424301

**Cowroast Marina**

Tring  
Hertfordshire  
HP23 5RE  
Tel: 01442 823222

**Diglis Basin Marina**

Diglis Road  
Worcester  
WR5 3BW  
Tel: 01905 356314

**Galgate Marina**

Main Road  
Galgate  
Lancaster  
LA2 0LG  
Tel: 01524 751491  
(Managed by Glasson Basin Marina)

**Glasson Basin Marina**

School Lane  
Glasson Dock  
Nr Lancaster  
LA2 0AW  
Tel: 01524 751491

**Hull Marina**

Warehouse 13  
Kingston Street  
Hull  
HU1 2DQ  
Tel: 01482 609960

**Kings Marina**

Mather Road  
Newark  
Nottinghamshire  
NG24 1FW  
Tel: 01636 678549

**Lemonroyd Marina**

Fleet Lane  
Methley  
Leeds  
LS26 9EU  
Tel: 01482 609960  
(Managed by Hull Marina)

**Limehouse Basin Marina**

Harbourmasters Office  
Limehouse Basin  
46 Goodhart Place  
London  
E14 8EG  
Tel: 020 7308 9930

**Packet Boat Marina**

Packet Boat Lane  
Cowley  
Uxbridge  
Middlesex  
UB8 2JJ  
Tel: 01895 449851

**Pennington Wharf**

Plank Lane  
Leigh  
Greater Manchester  
WN7 4QD  
Tel: 01257 481054  
(Managed by White Bear Marina)

**Poplar Dock Marina**

Boardwalk Place  
London  
E14 5SH  
Tel: 020 7308 9930  
(Managed by Limehouse Basin  
Marina)

**Portavon Marina**

Keynsham Road  
Keynsham  
Bristol  
BS31 2DD  
Tel: 01225 424301  
(Managed by Bath Marina &  
Caravan Park)

**Priory Marina**

Barkers Lane  
Bedford  
MK41 9DJ  
Tel: 01234 351931

**Ripon Marina**

Boroughbridge Road  
Ripon  
North Yorkshire  
HG4 1UG  
Tel: 01482 609960  
(Managed by Hull Marina)

**Sawley Marina**

Sawley  
Long Eaton  
Nottinghamshire  
NG10 3AE  
Tel: 0115 9077 400

**White Bear Marina**

Park Road  
Adlington  
Chorley  
Lancashire  
PR7 4HZ  
Tel: 01257 481054