



+44 (0)23 9237 4444
headoffice@strgroup.co.uk
strgroup.co.uk
  

COMPLAINTS STATEMENT

As a Group, STR’s intention is always to provide you with the highest level of service. If you feel that your experience does not reflect this and you would like to make a complaint, we will address all issues in a timely and professional manner and do our very best to help.

Below you will find the procedure that STR upholds in order to capture, manage and resolve all issues raised. There are clearly identifiable points of escalation within the Group and avenues of recourse should you remain dissatisfied with the way in which an investigation has been managed or the outcome received.

You are, of course welcome to raise any issue with any member of STR. That person will respond to you within one - three working days to acknowledge receipt and outline the Complaints Procedure that will then be followed. Whilst we maintain a strict ticket system within our complaints process that enables us to monitor and track your concern, if you approach an individual and they are in turn, on leave, their mailbox may not be actively monitored during this period. If you should receive an ‘out of office notice,’ we ask that you contact complaints@strgroup.co.uk directly.

Our complaints procedure is part of our ISO 9001 2015 Quality System.

Thank you.

SIGNED:

Signed by:

.....9E8B0A71E4A0469.....

NAME:

Darren Day

POSITION:

Chief Executive Officer

DATE:

12 August 2026

PROCEDURE

We are sorry that you are unhappy with the service that STR has provided and feel the need to raise a complaint. However, the opportunity to address any and all issues raised is important to us. As part of our Quality Management System, we follow a clear and accountable process:

1. Please outline your concerns with as much detail as possible and forward to complaints@strgroup.co.uk

Please provide:

- the nature of the complaint; and
 - the date the incident occurred; and
 - your desired outcome of the complaint.
2. Your complaint will be acknowledged within one working day. It will then be logged and reviewed by our Legal & Compliance Team to ascertain who is best placed to respond and manage your concerns.
 3. Once the relevant Operations Director or Manager, who will 'own' the issue, has been identified, a full investigation will take place. The Legal & Compliance Team will contact you within five working days of the original date on which you raised your concerns to discuss their initial findings, the proposed resolution/action to be taken, and to provide an update on next steps.
 4. If you feel a satisfactory resolution has not been reached and you would like to escalate it further, please contact the Group Legal and Compliance Director at lac@strgroup.co.uk

External Escalation and Seafarer Rights:

- The Recruitment & Employment Confederation (REC).
 - More information can be found [here](#).
- The Fair Work Agency (FWA) (formerly the Employment Agencies Standards Inspectorate) at the Department for Business Innovation and Skills.
 - More information can be found [here](#).
- For Seafarers, you have the right to contact external authorities at any stage of a grievance, and you are not required to complete our company's complaints process first. No fees are charged to seafarers for placement, no blacklists are operated, and you are strictly protected against any victimisation or detriment for making a complaint. Your ultimate right to report directly or appeal is to the Maritime and Coastguard Agency:

MLC@mcga.gov.uk

Maritime and Coastguard Agency

Spring Place

105 Commercial Road

Southampton, SO15 1EG

- More information can be found [here](#).