

Complaints Form



DD Marine Training (DDMT) has policies and procedures in place to ensure high quality service delivery to all our customers. However, should a situation arise whereby you wish to complain about any aspect of DDMT and/or the services we provide then please contact our customer services team at training@ddmarine.co.uk or telephone 02392 465638.

If you still wish to make a complaint please complete this form and return this to DDMT, using the email address above. This will be handled by the DDMT Responsible officer who will acknowledge receipt and explain what action will be taken about your complaint.

Your full name:

Your role / job title:

Centre name (if applicable):

Contact phone No:

Email:

Please give details about your complaint:

What action, if any, have you already taken to try and resolve your complaint?

Whom did you speak to at DDMT about your complaint?

Please also indicate what the DDMT response was and when this was made

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? (please ring) YES / NO

If YES, please give details:

Complaint date:
