



UKDFDS.07.16



PASSENGER COMPLAINTS



[DFDSSEAWAYS.CO.UK](https://www.dfdsseaways.co.uk)



PASSENGER COMPLAINTS

If there is a problem during your holiday whilst travelling on one of our ships or with any other service purchased via DFDS then you must report it to us or to our supplier immediately.

We or our supplier will immediately make an effort to solve the problem. If your luggage or vehicle have been damaged you need to make us aware in the case of:

- Visible damages before or during the time of disembarkation, and
- Loss or damages, which are not visible, within 15 days from the time of disembarkation.

a) Contact the Guest Service Centre on board
On the ship, we ask that you contact the Guest Service Centre. Our staff here will do whatever they can to find solutions to problems on board and/or compensate for experiences that have not lived up to your expectations. This way we are able to take care of the problem right away and, if possible, find a solution for you.

b) Contact the hotel/resort
If you have questions regarding your accommodation and the like on the destination itself, you must contact the hotel or resort reception or DFDS that you booked through. Complaints may be rejected if you have failed to make contact during the stay as stated above and thereby denied DFDS the opportunity to correct any deficiencies.

c) Contact customer service upon returning home
In the unlikely event that a problem cannot be resolved on board or at the destination

itself, and you feel that you have reason to complain, then you are welcome to contact our customer services by phone or in writing. We ask you to contact us within a reasonable time after discovering the problem and no later than 2 months after the journey took place or where the service should have been performed, except those cases listed in the Athens Convention where written notice must be given within a specified, shorter time period, otherwise you will lose the right to claim.

You can send your complaint to our customer service via email: uk.customer@dfds.com. When submitting your complaint please write your booking confirmation number in the subject line of the email and advise us of your day and evening telephone numbers. In this way we are able to investigate the matter fully and get back to you as quickly as possible.

EU REGULATION 1177/2010

If you want to make a complaint to DFDS regarding your passenger rights set out in EU Regulation 1177/2010, you should submit your complaint within 2 months from the original service. Within 1 month of receiving the complaint, DFDS will inform you that your complaint has been substantiated, rejected or is still being considered. The time taken to provide the final reply will not be longer than 2 months from the receipt of the complaint. Within the UK, if it cannot be resolved in this way or if DFDS has not provided a final reply to you within 2 months from the receipt of the complaint, the complaint may then be

referred to the appropriate voluntary Complaint Handling Body (CHB). Most complaints will be resolved at one of these two stages, however, if this is not possible, the complaint may then be investigated by the National Enforcement Body (NEB), who will consider whether there has been a breach of the EU Regulation. The Maritime and Coastguard Agency (MCA) will operate as the National Enforcement Body for the whole of the UK. All complaints that are upheld by the CHB involving a breach of the Regulation are to be reported to the NEB.

VOLUNTARY COMPLAINT HANDLING BODIES

Passengers' complaints are to be dealt with by DFDS in the first instance. If it cannot be resolved in this way and DFDS complaints procedure has been exhausted, the complaint may then be referred to the appropriate complaint handling body. Voluntary Complaint Handling Bodies from 1 January 2014 are as follows:

ABTA Ltd

E-mail: consumer.affairs@abta.co.uk
Web site: www.abta.com
Address: 31 Park Street
London
SE1 9EQ
Telephone: +44 (0) 20 3117 0599

NATIONAL ENFORCEMENT BODY

The MCA is responsible for investigating whether there has been a breach of the EU Regulation in individual cases, and is required to take the measures necessary to ensure compliance with the EU Regulation. The MCA will not act on individual claims for compensation or act as an appeals body. The contact details for the MCA National Enforcement Body are:

MCA National Enforcement Body

Telephone: +44 (0) 23 8032 9315 (voicemail)
E-mail: neb@mcga.gov.uk

Any passenger complaints received directly from a passenger or passenger group under this regulation must be referred to the operator involved in the first instance through their internal complaint procedure, unless a serious breach of the regulation is identified.

MORE INFORMATION

National Enforcement Body Officer, Technical Performance Section, Directorate of Maritime Safety & Standards, Maritime and Coastguard Agency

Tel : +44 (0) 23 8032 9315.
Fax : +44 (0) 23 8032 9251.
e-mail: neb@mcga.gov.uk.
General Inquiries: infoline@mcga.gov.uk.
MCA Website Address: www.dft.gov.uk/mca