

RINA UK Ltd (RIUK) How to submit:

Compliments, complaints, information in certified organisations or appeals to RINA UK Ltd (RIUK)



ATTACHMENT: Revision dated August 2026

RINA UK Ltd has always considered with great attention the customers' satisfaction evaluating any compliments or complaint as an opportunity improvement in the quality of its services.

This document describes how stakeholders and interested parties can submit compliments or complaints to RINA UK Ltd concerning its activities, submit information concerning an organisation which has been certified by RINA UK Ltd or appeal against a RINA UK Ltd decision.

Compliments, complaints, information and appeals on RINA UK Ltd activities or information on organizations certified by RINA UK Ltd shall be submitted via e-mail to:

Uk.marine@rina.org

UK.mer@rina.org

Moreover, appeals shall also be despatched to the pertinent RINA UK Ltd office, by registered letter with return receipt¹.

Compliments and complaints shall include all the data required to allow RINA UK Ltd to properly identify the activity involved, together with the relevant claimant contacts.

Information shall detail all the relevant data concerning the certified organisation and the certified product/service involved, together with the relevant claimant contacts.

Communication confirming the compliment, complaint or information receipt will be provided by RINA UK Ltd. The complaint or information will be analysed and the subject investigated in order to properly manage and resolve the issue in the most effective way in a timely manner, depending from the action required. At the end of the investigation the outcome of the analysis and action taken will be communicated to the claimant by RINA UK Ltd.

Please note that, in order to effectively manage the submission of compliments, complaints, information or appeals, the official channels shall be used:

- E-mail to Uk.marine@rina.org / UK.mer@rina.org for submission of any compliment, complaint or information;
- E-mail to Uk.marine@rina.org / UK.mer@rina.org and registered letter with return receipt to the pertinent RINA UK Ltd office, for submission of any appeal.

¹ For contacts details please refer to RINA website <https://www.rina.org/en/contacts>