

## Marine Surveyors & Safety Consultants

Bowditch Marine, Inc.  
4017 13th Ave W  
Seattle, WA 98119



Phone: 206.838.7300  
Fax: 206.838.7395  
<http://www.bowditchmarine.net>

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### BMI Client Grievance Policy and Procedures

It is the policy of BMI that services will be provided to all individuals who are eligible without discrimination on the basis of HIV infection, race, creed, color, age, sex, gender, sexual orientation, religion, ancestry, national origin, physical or mental handicap (including substance abuse), immigrant status, political affiliation or belief.

#### Disputes Relative to U.S. Coast Guard Regulations

It is the policy of Bowditch Marine Inc. that if any client has any disagreements with interpretive rulings, condition of equipment, or any evaluation of circumstances related to U.S. Coast Guard Regulations, the client is encouraged to express their concerns, and all such grievances will be taken seriously and dealt with accordingly. BMI will make every effort to resolve such disputes, however if a resolution is not attained, we will submit such grievance to the U.S. Coast Guard District Fishing Vessel Safety Coordinator for final decision.

#### Client Rights

As a client of BMI, you have the right to file a grievance if you feel you have been treated unfairly in any way. You will suffer no repercussions in service as a result of filing a grievance. All grievances will be addressed in a confidential manner.

If you have a grievance or recommendation, you should first discuss it with the BMI surveyor or consultant you are working with. If this is not successful or if you feel this is not an option, you should proceed with the following steps:

1. A written statement should be prepared (including date and time of the grievance). You may ask for assistance from any BMI Client Services staff.
2. Submit the grievance to BMI General Council within 10 working days. An appointment will be scheduled for you to meet with the General Council representative to resolve your grievance.
3. If a resolution has not occurred within another 10 working days, your grievance will be referred to BMI Legal Council and a representative will schedule an appointment to meet with you. If the problem is not resolved before this level; BMI Legal Council will mediate the meeting with you and a representative from BMI General Council, and will resolve the issue.

**All written correspondence can be faxed or mailed to:**

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