

Complaints Procedure

We want to know if for any reason our service failed to meet your expectations. Please speak to one of our office staff, crew or port staff, at your earliest opportunity, to discuss your concerns.

If you are unable to provide feedback locally, or for any reason are not satisfied with the response you receive, please contact us by

- e-mailing us at info@orkneyferries.co.uk
- Telephone on 01856 872044
- Writing to Orkney Ferries, Shore Street, Kirkwall, Orkney, KW15 1LG

All formal complaints will be acknowledged within five working days of receipt and replied to within 21 working days of its acknowledgement.

If it is not possible to respond fully to your complaint within 21 working days, you will be informed via your preferred contact method , advising of the reasons for delay and the likely timescale for a resolution.