

From: CustomerFeedback
Sent: 23 March 2020 13:21
To: X
Cc: X; X
Subject: RE: Complaint re. unsafe & reckless behaviour by Mowi

Hi X,

I am chasing this up as there has been an FOI request regarding this letter.

Where the findings sent to Mr Staniford?

Also – Could you send any communications regarding the letter/complaint to X.

Many Thanks,

X

From: CustomerFeedback
Sent: 15 January 2020 10:39
To: X@mcga.gov.uk>; CustomerFeedback <CustomerFeedback@mcga.gov.uk>
Cc: X@mcga.gov.uk>; X@mcga.gov.uk>; X@mcga.gov.uk>
Subject: RE: Complaint re. unsafe & reckless behaviour by Mowi

Hi X,

Thanks for getting back to me.

I have closed this off as a complaint but please could you cc in the customer feedback box when the findings are communicated to Mr Staniford.

Many Thanks,

X

From: X@mcga.gov.uk>
Sent: 14 January 2020 11:10
To: CustomerFeedback <CustomerFeedback@mcga.gov.uk>
Cc: X@mcga.gov.uk>; X@mcga.gov.uk>; X@mcga.gov.uk>
Subject: RE: Complaint re. unsafe & reckless behaviour by Mowi

Good morning X

We have established contact with Mr Staniford regarding the complaint he made to the Infoline and in the process of obtaining further details and information from him regarding his complaint. Once that has been done the Enforcement Team will review the situation to ascertain if there has been a significant breach or not. Our findings will then be communicated to Mr Staniford in due course.

Can you confirm if you have this as an open complaint. If so does it have to remain open as we are currently dealing with it

Kind regards

X



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From: CustomerFeedback <CustomerFeedback@mcga.gov.uk>
Sent: 13 January 2020 15:53
To: X@mcga.gov.uk>
Cc: X@mcga.gov.uk>; X@mcga.gov.uk>; X@mcga.gov.uk>
Subject: RE: Complaint re. unsafe & reckless behaviour by Mowi

Hi X,

Is there any progress on this one?

Thanks,

X

From: X@mcga.gov.uk>
Sent: 16 December 2019 14:08
To: CustomerFeedback <CustomerFeedback@mcga.gov.uk>; X@mcga.gov.uk>
Cc: X@mcga.gov.uk>; X@mcga.gov.uk>; X@mcga.gov.uk>
Subject: RE: Complaint re. unsafe & reckless behaviour by Mowi

Good afternoon

Discussion are on going with a view to getting a statement from the complainant which is likely to be in the new year owing to resource and availability. Once that has been done and other facts, information etc is gathered the case will be reviewed again to see if there is enough to proceed.

Regards

X



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From: CustomerFeedback <CustomerFeedback@mcga.gov.uk>
Sent: 16 December 2019 13:57
To: X@mcga.gov.uk>; X@mcga.gov.uk>
Cc: X@mcga.gov.uk>; X@mcga.gov.uk>; X@mcga.gov.uk>
Subject: RE: Complaint re. unsafe & reckless behaviour by Mowi

Hi X,

Just checking up on where we are with this one and that you had received my email below.

Kind Regards,

X

From: CustomerFeedback
Sent: 07 December 2019 07:04
To: X@mcga.gov.uk>; X@mcga.gov.uk>

Cc: X@mcga.gov.uk>; X@mcga.gov.uk>

Subject: RE: Complaint re. unsafe & reckless behaviour by Mowi

Hi X,

I see the reference to the earlier complaint and have been in contact with X who said she had not seen the earlier complaint and this had also not been passed to the customer Feedback so this is the first time we have had sight of it.

The complaints process is that I pass onto the complaint to the relevant department and we have 10 working days to reply. The department dealing with it writes and responds to the complaint.

As this has gone over 10 working days I sent a Holding reply earlier in the week to manage expectations so this should give you a little more time.

Once you have formulated a response. Please send this onto the customer CC'ing in the customer feedback inbox.

Kind Regards,

X

From: X@mcga.gov.uk>

Sent: 04 December 2019 11:30

To: X@mcga.gov.uk>; CustomerFeedback <CustomerFeedback@mcga.gov.uk>

Cc: X@mcga.gov.uk>; X@mcga.gov.uk>

Subject: RE: Complaint re. unsafe & reckless behaviour by Mowi

Hi X

I had a chat with X earlier. To summarise what has happened is, on the 21st November the Enforcement team received an email from Marine Scotland with the attached complaint from Scottish Salmon Watch. The letter is dated 15/11/2019.

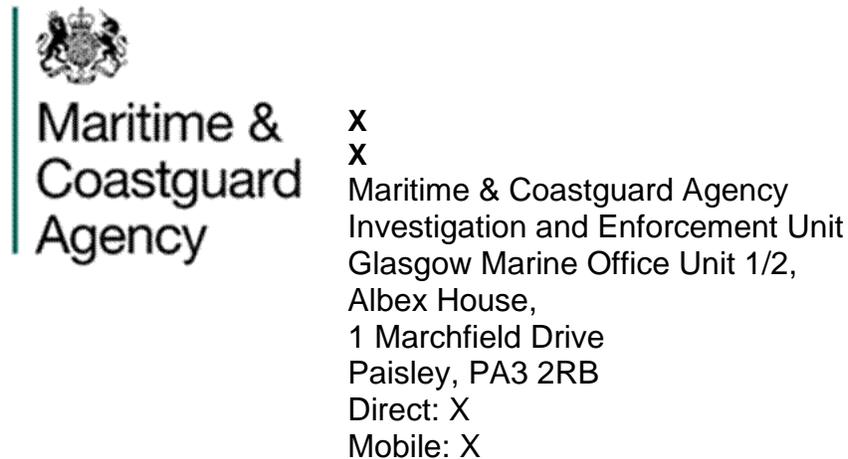
As this was sent to Enforcement, it was logged on our system in preparation for a discussion as to whether or not it meets our threshold for investigation. It was brought to my attention a few days later that as the email received was a 'complaint' I was to contact yourself and X with the complaint in order for it to be dealt with in line with the MCA complaint process procedures. At the same time I have been making some enquiries independently of the complaint into the incident to see if there is substance to it etc that would warrant an investigation being started by Enforcement.

It appears to be that this has been passed around multiple agencies and ended up with us however, as it's a complaint should an acknowledgement be sent to the complainant? What is the complaints process?. Also, you'll see within the letter there was an earlier complaint made addressed to Brian Johnstone and sent to infoline@mcga.gov.uk which the complainant makes reference to the fact that also wasn't answered/acknowledged.

I hope this helps but If you need any further information please do not hesitate to contact me.

Regards

X



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From: X@mcga.gov.uk>

Sent: 04 December 2019 09:47

To: CustomerFeedback <CustomerFeedback@mcga.gov.uk>; X@mcga.gov.uk>

Cc: X@mcga.gov.uk>; X@mcga.gov.uk>

Subject: RE: Complaint re. unsafe & reckless behaviour by Mowi

Hi X,

Myself (from Nav Safety) and X (Enforcement) have been discussing this matter.

It's unfortunate that the enquirer response deadline was passed – there's quite a bit of history to it I understand (ref. Sept complaint directed to the OCCE), therefore, the delay may have been unavoidable.

I understand that X will be kindly leading the response back to your team with regard to this matter.

Thanks and kind regards,
X

From: CustomerFeedback <CustomerFeedback@mcga.gov.uk>

Sent: 03 December 2019 16:25

To: X@mcga.gov.uk>; X@mcga.gov.uk>
Cc: X@mcga.gov.uk>; X@mcga.gov.uk>; Aberdeen Marine Office
<AberdeenMO@mcga.onmicrosoft.com>
Subject: RE: Complaint re. unsafe & reckless behaviour by Mowi

Hi X,

The deadline for this complaint was Today.

As this won't be my bet we should send an email to manage expectations.

I am still not quite sure who will be responding to this could you let me know who would be most suitable?

Again, the letter is linked below.

I will send an email to the customer today.

Kind Regards,

X

From: X@mcga.gov.uk>
Sent: 29 November 2019 06:58
To: X@mcga.gov.uk>; CustomerFeedback <CustomerFeedback@mcga.gov.uk X@mcga.gov.uk>
Cc: X@mcga.gov.uk>; X@mcga.gov.uk>; Aberdeen Marine Office
<AberdeenMO@mcga.onmicrosoft.com>
Subject: RE: Complaint re. unsafe & reckless behaviour by Mowi

Good morning X

There does seem to be confusion. I am looking into more about the incident from an enforcement point of view. The complaint itself I believe has to be responded too within a certain time frame which is why I forward it to the relevant area to do that.

Is there standard response to complaints received within the MCA?

Regards

X



Maritime &
Coastguard
Agency

X
X
Maritime & Coastguard Agency
Investigation and Enforcement Unit
Glasgow Marine Office Unit 1/2,
Albex House,
1 Marchfield Drive
Paisley, PA3 2RB
Direct: X
Mobile: X

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From: X@mcga.gov.uk>

Sent: 28 November 2019 11:29

To: CustomerFeedback <CustomerFeedback@mcga.gov.uk>; Enforcement Unit <Enforcement.Unit@mcga.gov.uk>; X@mcga.gov.uk>

Cc: X@mcga.gov.uk>; X@mcga.gov.uk>; Aberdeen Marine Office <AberdeenMO@mcga.onmicrosoft.com>

Subject: RE: Complaint re. unsafe & reckless behaviour by Mowi

Hi X,

I understand it' X, Enforcement Unit who are kindly taking this forward.

Kind regards,
X

From: CustomerFeedback <CustomerFeedback@mcga.gov.uk>

Sent: 28 November 2019 11:25

To: X@mcga.gov.uk>; Enforcement Unit <Enforcement.Unit@mcga.gov.uk>; X@mcga.gov.uk>

Cc: X@mcga.gov.uk>; X@mcga.gov.uk>; Aberdeen Marine Office <AberdeenMO@mcga.onmicrosoft.com>

Subject: RE: Complaint re. unsafe & reckless behaviour by Mowi

Good Morning All,

I am little confused as to who is putting together the response.

Please could you keep me in the loop on who will be putting the response together as the deadline for this complaint is next week 2nd December.

If you think you will need more time, please let me know and I will manage the customers expectations.

Many Thanks,

X

From: X@mcga.gov.uk>

Sent: 27 November 2019 09:54

To: Enforcement Unit <Enforcement.Unit@mcga.gov.uk>

Cc: X@mcga.gov.uk>; X@mcga.gov.uk>; X@mcga.gov.uk>; Aberdeen Marine Office <AberdeenMO@mcga.onmicrosoft.com>; CustomerFeedback <CustomerFeedback@mcga.gov.uk>

Subject: RE: Complaint re. unsafe & reckless behaviour by Mowi

Good morning X,

Thanks all for taking this forward – please keep CustomerFeedback, the original harbinger of this external enquiry, informed.

Kind regards,

X



X
X
Maritime & Coastguard Agency
Spring Place, 105 Commercial Road, Southampton, SO15 1EG
United Kingdom
Direct: +44(0) X
Mobile: +44(0) X

Safer Lives, Safer Ships, Cleaner Seas



From: Enforcement Unit <Enforcement.Unit@mcga.gov.uk>

Sent: 27 November 2019 09:50

To: X@mcga.gov.uk>; X@mcga.gov.uk>; Enforcement Unit <Enforcement.Unit@mcga.gov.uk>; Aberdeen Marine Office <AberdeenMO@mcga.onmicrosoft.com>

Cc: X@mcga.gov.uk>; X@mcga.gov.uk>

Subject: RE: Complaint re. unsafe & reckless behaviour by Mowi

Good morning X

It looks to be a multi agency matter however, enforcement will be looking into this matter further to see if there are breaches of the MSA that can be looked at and any actions that may be taken via the procurator fiscal

Regards

X



X
X
Maritime & Coastguard Agency
Investigation and Enforcement Unit
Glasgow Marine Office Unit 1/2,
Albex House,
1 Marchfield Drive
Paisley, PA3 2RB
Direct: X
Mobile: X

Safer Lives, Safer Ships, Cleaner Seas



From: X@mcga.gov.uk>

Sent: 27 November 2019 08:04

To: X@mcga.gov.uk>; Enforcement Unit <Enforcement.Unit@mcga.gov.uk>; Aberdeen Marine Office <AberdeenMO@mcga.onmicrosoft.com>

Cc: X@mcga.gov.uk>; X@mcga.gov.uk>

Subject: RE: Complaint re. unsafe & reckless behaviour by Mowi

Hi X,

By the looks of it, MOWI have a number of small commercial vessels coded with one of our certifying authorities.

I would suggest that this complaint is passed onto the CA involved, the enforcement unit and the relevant marine office for determining any follow on actions.

Cheers,

X

From: X@mcga.gov.uk>

Sent: 25 November 2019 15:25

To: X@mcga.gov.uk>

Cc: X@mcga.gov.uk>; X@mcga.gov.uk>

Subject: RE: Complaint re. unsafe & reckless behaviour by Mowi

X

Does this fall within Codes area, its not an FV.

Regards

X

From: X@mcga.gov.uk>

Sent: 25 November 2019 13:05

To: X@mcga.gov.uk>

Cc: X@mcga.gov.uk>

Subject: FW: Complaint re. unsafe & reckless behaviour by Mowi

Hi X,

PSA – and below thread.

Seems to a be bit of history here, as there's a letter to Brian dated Sept, which X also alludes to.

However, there doesn't seem to be anything from the COLREG or nav safety perspective whereby we (nav safety branch) can provide any policy guidance, confirmation or infringement.

In any case, I suppose at MCA your team may be best placed to advise CustomerFeedback, to me it appears a matter for FISG?

Hope this is suitable, please do forward if not advising the senders accordingly.

Thanks and kind regards,

X


**Maritime &
Coastguard
Agency**

X
X
Maritime & Coastguard Agency
Spring Place, 105 Commercial Road, Southampton, SO15 1EG
United Kingdom
Direct: +44(0) X
Mobile: +44(0) X

Safer Lives, Safer Ships, Cleaner Seas



From: CustomerFeedback <CustomerFeedback@mcga.gov.uk>

Sent: 25 November 2019 12:27

To: Enforcement Unit <Enforcement.Unit@mcga.gov.uk>; X@mcga.gov.uk>
Cc: X@mcga.gov.uk>
Subject: FW: Complaint re. unsafe & reckless behaviour by Mowi

Good Afternoon Both,

I wondered if you could take a look at the attached complaint and see if this fits in with any of your areas?

Many Thanks,

X

From: X@mcga.gov.uk>
Sent: 18 November 2019 09:54
To: CustomerFeedback <CustomerFeedback@mcga.gov.uk>
Cc: X@mcga.gov.uk>; X@mcga.gov.uk>; X@mcga.gov.uk>
Subject: FW: Complaint re. unsafe & reckless behaviour by Mowi

Note there was a previous 'compliant' to Infoline in September that was directed to Brian.

X – I have directed this complaint to the Customer Feedback email (the correct home for Complaints, managed by X) and

All – you may like to refer to the Sept chain of correspondence

P

From: Info Line <Infoline@mcga.gov.uk>
Sent: 18 November 2019 09:48
To: X@mcga.gov.uk>
Subject: FW: Complaint re. unsafe & reckless behaviour by Mowi

X,

Email below came into Infoline yesterday.

Regards



Maritime &
Coastguard
Agency

X
Maritime & Coastguard Agency
Spring Place, 105 Commercial Road, Southampton, SO15 1EG
Press Office: 020381 72531

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From: Don Staniford <salmonfarmingkills@gmail.com>

Sent: 17 November 2019 13:40

To: Info Line <Infoline@mcga.gov.uk>

Cc: grant.shapps@dft.gsi.gov.uk; Contactus <Contactus@scotland.pnn.police.uk>; Marshall, Sophie <Sophie.Marshall@scotland.pnn.police.uk>; scottish.ministers@gov.scot; APHA.Scotland@apha.gsi.gov.uk; terry.ahearn@sepa.org.uk; Adrian, Alex <Alex.Adrian@crownestatescotland.com>; MS.fishhealth@gov.scot; penny.falconer@hse.gov.uk; MSP <Humza.Yousaf.msp@parliament.scot>

Subject: Complaint re. unsafe & reckless behaviour by Mowi

Please find attached a letter re. unsafe & reckless behaviour by Mowi.

The letter is online via <https://donstaniford.typepad.com/files/hse-letter-15-nov-2019.pdf>

Please note that no reply has been received thus far to Scottish Salmon Watch's letter of 12 September 2019

A reply would be much appreciated.

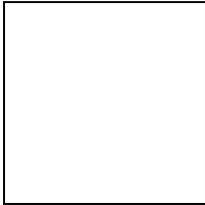
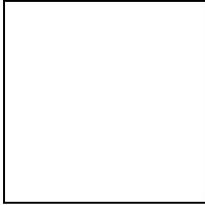
Thanks,

Don Staniford

Director, Scottish Salmon Watch

On Thu, Sep 12, 2019 at 5:33 AM Don Staniford <salmonfarmingkills@gmail.com> wrote:
Here's a letter raising concerns regarding safety of salmon farms in Scotland.

Read online via [Letter to Maritime & Coastguard Agency re. Safety](#)



Download letter in full as a PDF [online here](#)

More details (including video footage) are available via [The Fish Pharm Menace - Mowi is Like a Bad Movie \(& Dick Dastardly\)!](#)

Best fishes,

Don

Director of Scottish Salmon Watch

This email has been scanned by the BT Assure MessageScan service
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