

Management System

FLEET CIRCULAR

FC2401

17 January 2024

MLC Onboard Complaints Procedure

All ship staff are reminded that MyriadSea has a procedure for enabling crew to make complaints and to escalate them to the company or even the flag state as required. This procedure is the **OBC Onboard Complaints Procedure**, a copy of which is attached to this circular and the Master has been instructed that it is to be posted in public spaces.

Additionally, the Master has been instructed to ensure that copies of the Onboard Complaint Form are made available without needing to be requested – by hanging a sufficient number on the Main Deck notice board.

The procedure also includes contact information for the flag state.

We take all complaints extremely seriously, and no crew member will **ever** be penalized or victimized for making one.

Please ensure this circular is shared widely, and all take the time to become familiar with the above information. All Officers and crew must initial the Masters copy of this circular to confirm they have read and understood it.

Ian McIntosh-Oakley Managing Director Valid without signature

Confirmation of receipt and understanding:

	Master	Ch. Off.	OOW D	OOW D	Ch. Eng.	2. Eng.	OOW E	OOW E	ETO
Initial									
Date									

	AB	AB	AB	AB	MM	FTR	FTR	COOK	STWD
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Date									