

ONBOARD COMPLAINT PROCEDURES

1. Seafarers may lodge complaints relating to any matter that is alleged to constitute a breach of the requirements of the Maritime Labour Convention (MLC) and the requirements under national legislation.
2. All seafarers serving on board the Shipowner's vessels shall be provided with a copy of this set of on-board complaint procedures.
3. The following are the on-board complaint procedures for the Shipowner's vessels:
 - a. Complaints should be addressed to head of department of the seafarer lodging the complaint or to the seafarer's superior officer.
 - b. The head of department or seafarer's superior officer should attempt to resolve the complaint as soon as practicable taking into account the seriousness of the issues involved or within 3 days.
 - c. If the head of department or the seafarer's superior officer cannot resolve the complaint to the satisfaction of the seafarer, the seafarer may refer it to the Master, who should handle the case personally.
 - d. All complaints and decision outcomes should be recorded in the provided form (attached at Schedule 3-1) and a copy of it provided to the seafarer concerned.
 - e. If the complaint cannot be resolved on board, the matter should be referred ashore to the Shipowner, who should resolve the issue as soon as practicable, where appropriate, in consultation with the seafarer concerned or any person the seafarer may appoint as his representative.
 - f. In all cases, seafarers have a right to file their complaints directly with the master, the Shipowner and where necessary, to any appropriate competent external authority.

Please see Schedule 3-2 for a flow-diagram of the complaint procedures.

4. Seafarers have the right to be accompanied or represented by another seafarer of their choice on board the ship concerned during the complaints procedure.
5. Seafarers shall not be victimised (retaliated against) for lodging a complaint. The term "victimisation" covers any adverse action taken by any person towards a seafarer for lodging a complaint which reasonably has grounds for concern. Seafarers who believed that they have been victimized for lodging a complaint should contact the Master or the Shipowner who will investigate to determine whether the seafarer was victimised in violation of this rule.
6. The Seafarer Complaints department of the Commonwealth of Dominica Maritime Administration is designated to handle seafarer's complaints. The contact details are as follows:

32 Washington Street
Fairhaven, MA 02719
USA
Tel +1-508-992-7170
E-mail : seafarercomplaints@dominica-registry.com

ON-BOARD COMPLAINT FORM

This form is to be filled by the complainant or complainant’s representative. If the complaint involves allegation against any other seafarer, which may be regarded as personal, private or intimate, such seafarer may not be referred to in an identifiable way in writing this form.

Ship’s Particulars

Vessel:	Date:	Place:
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Complaint’s Procedures

Designation :	Name and Passport No.:	Date of Birth:
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Declaration:

I confirm that I have agreed and accepted to accompany and/or to represent the complainant, and to attend any meetings into the subject matter of the complaint.

Signature: _____

Briefly describe the complaint (including date, time and place of event and persons involved or witnesses):

Declaration:

I confirm that I have not been penalised or victimised in any way for filing this complaint, and that I have been informed that lodging this complaint is without prejudice to my right to seek redress through whatever legal means I consider appropriate.

I declare that all the information submitted by me in this On-Board Complaint Form is correct and does not contain any false information. I declare that I have not omitted any relevant information and that my complaint is not unjustified.

I accept that this matter may be referred to the Master for resolution and the Master will inform me of the outcome.

Signature of the complainant:

Acknowledged by Head of Dept, Seafarer’s Superior Officer or Shipmaster

Rank:	Name:	Date of Receipt:
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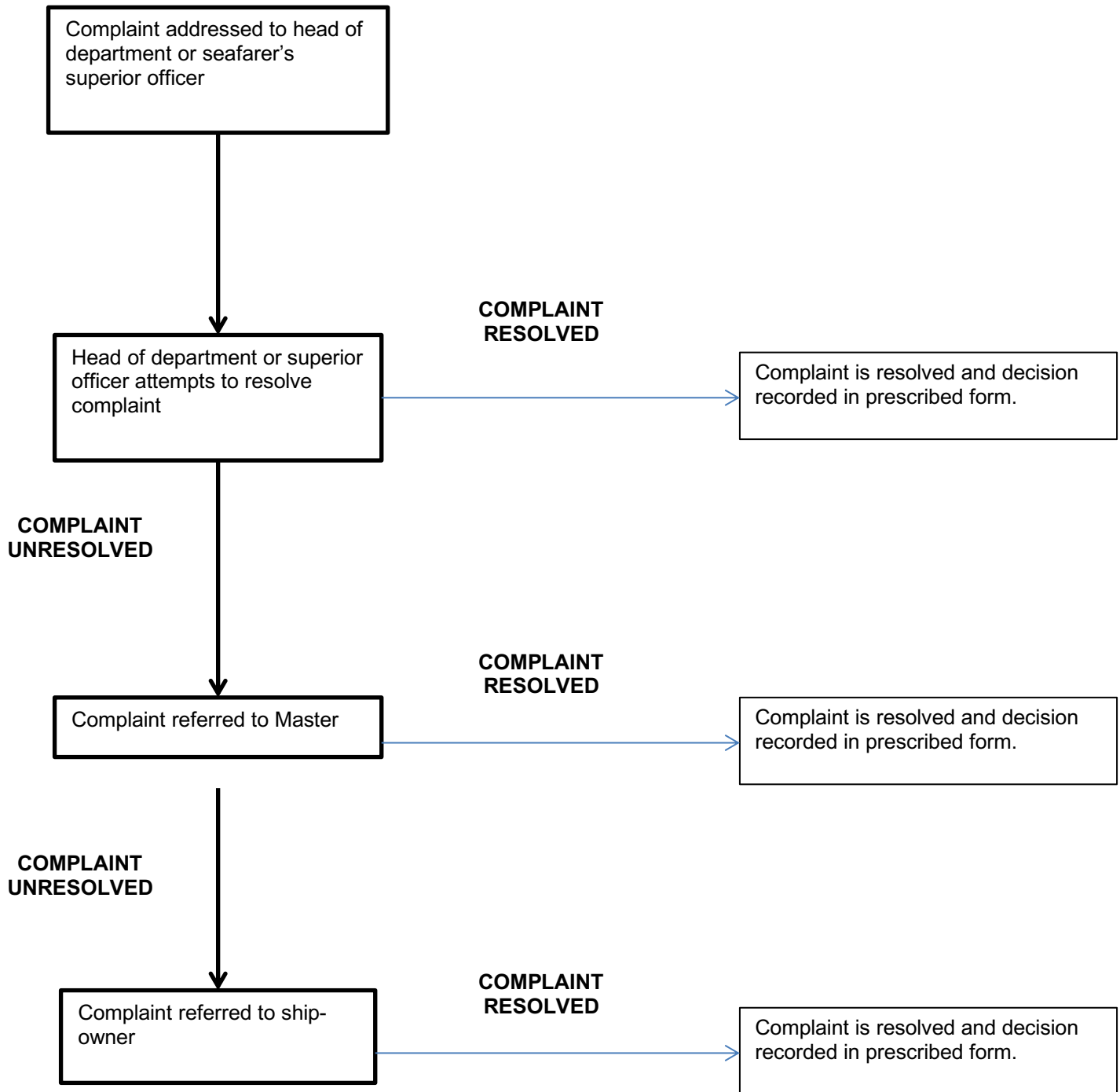
Meeting to Resolve Complaint

Date of Meeting & Attended By
Briefly describe the result of the meeting
The matter has been resolved: Yes / No (If No, please state reason)
If No – The matter has been referred to the Company for resolution on (date/month/year). If other, please state organisation.

Acknowledgement by Complainant Name and Signature: Date:	Signature by Master Name and Signature: Date:
Acknowledged by Complainant's Representative (if any) Name and Signature: Date:	

SCHEDULE 3-2

FLOW-DIAGRAM OF THE ONBOARD COMPLAINT PROCEDURE



Note: In all cases, seafarers have a right to file their complaints directly with the master, the shipowner and where necessary, to any appropriate competent external authority