

## MODEL ON-BOARD COMPLAINT PROCEDURES

NAME OF SHIP:.....

IMO NUMBER:.....

### CONTACT INFORMATION

***a. Contact information of the person or persons ashore designated by the shipowner for handling on-board complaints:***

Name:

Telephone number:

E-Mail address:

***b. Netherlands Shipping Inspectorate***

Human Environment and Transport Inspectorate

IPC 525

P.O. Box 16191

2500 BD The Hague

The Netherlands

Tel: +31 88 489 0000

<http://www.ilent.nl/contact/melden/index.aspx>

E-mail: Port.StateControl@ILenT.nl

***c. Competent Authority in the seafarers' country of residence***

For contact information of appropriate external authorities, see the ILO-website:

<http://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:80001:0::NO>

Click on the relevant country.

***d. Name of person or persons on board the ship authorized to provide advice on a confidential basis and assist the complainant seafarer in following the complaints procedure:***

a):

b):

***Or:***

***The name/names of the person/persons on board the ship authorized to provide advice on a confidential basis and assist the complainant seafarer in following the complaints procedure can be found on the notice board in the messroom.***

## **PROCEDURES:**

1. The complainant seafarer shall submit his/her complaint in writing within five days of the occurrence, or according to the circumstances, following the under mentioned hierarchy:

- a) Superior Officer
- b) Head of Department
- c) Master

Each has a further five (5) days to solve the complaint.

2. Complaints should be sought to be resolved at the lowest level possible; and only when the matter cannot be resolved to the satisfaction of both parties, shall it be elevated to the next level.

3. Seafarers have the right to complain directly to the master and where they consider it necessary, to the person ashore designated by the shipowner to handle complaints or to the Netherlands Shipping Inspectorate or to appropriate external authorities.

4. If the complainant seafarer refers the complaint to the master, the master shall handle the complaint personally and may seek the assistance of the person designated by the shipowner to handle complaints.

5. If the master is unable to resolve the complaint, the seafarer shall have ten (10) days to bring it through the master to the shipowner, or if the complaint may be to the prejudice of the master, then directly to the shipowner.

6. The shipowner and the seafarer concerned shall have a period of twenty (20) days from that date to solve the matter.

7. If after twenty (20) days, the complaint has not been solved, then either party shall have a further twenty (20) days to bring the matter to the Netherlands Shipping Inspectorate.

8. Complainant seafarers have the right to be accompanied or represented during the complaints procedure.

9. The complainant seafarer shall not be victimized.

10. All complaints and decisions on them shall be recorded and a copy provided to the complainant seafarer.