

## ON-BOARD COMPLAINT PROCEDURE

### 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.The iPS contact person must always be contacted regarding the complaint for assistance. In all cases, whether or not this procedure is used, a seafarer is entitled to take legal advice from advisers such as seafarers' representatives or a lawyer.
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 (not yet authorized to investigate complaints).
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 national Inspectorate.

When working via the **iPS UK entity**: InterOcean Personnel Services (UK) Ltd. the Maritime and Coastguard Agency (MCA) can be contacted with your complaints. The MCA can be contacted via the email address [mlc@mcga.gov.uk](mailto:mlc@mcga.gov.uk)

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 documented by the QHSE Manager of iPS. Email address [QHSE@ipspowerfulpeople.com](mailto:QHSE@ipspowerfulpeople.com)
11. All completed complaints and associated decisions must be documented and provided to the seafarer.

## Details

NAME OF SHIP:

IMO NUMBER:

SHIPOWNER:

DATE:

DESCRIPTION COMPLAINT: